



# AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP



The Avon and Wiltshire mental health partnership NHS Trust is one of the largest mental healthcare providers in the country, delivering support services across the region and more specialist services to people further a field. Every year the Trust's 4,200 staff members care for around 23,000 service users.

They work in people's homes, GP surgeries, community mental health units and other community settings as well as hospital and community-based inpatient units. In order for Trust staff to deliver the highest levels of care for patients, they require the support of a highly reliable and cost effective IT network.

One of the key challenges for any IT department is managing the printer fleet. Keeping track of costs and print volumes can be a headache for managers, especially when the hardware is distributed across multiple sites. The Trust has been using KYOCERA printers since 1998 and now has 600 devices on the network plus nearly the same again running locally. The machines are used for everything from general office printing to prescriptions and labels. With a major product refresh in the pipeline, the IT team decided to take the opportunity to put a system in place to track printers and their usage levels: "We believe that we probably have too many devices on the network, which aren't currently being used at the optimum levels," explains desktop infrastructure coordinator Andy Tuke. "We wanted a way of tracking the devices and identifying those machines that are under-utilised. This then gives us the information needed to rationalise the fleet and save money." Andy approached his account manager at KYOCERA, Audrey Robinson, who suggested that KYOCERA's KYOcount fleet monitoring and system management software could deliver what he needed.

KYOcount gives organisations an accurate picture of the printers, copiers and multifunction devices on the network. It can also detect locally connected devices – a real bonus as these can be difficult to monitor. KYOcount reports include the total volume of prints, copies, faxes and scans carried out in the organisation, but can also be broken down into fine detail regarding the volume of mono, colour, A4 and A3 printing carried out by users. This information can then be used to assess the efficiency of the network and to evaluate the benefits of redeploying print hardware.

## Overview

### Organisational Profile

The Avon and Wiltshire mental health partnership NHS Trust is one of the largest mental healthcare providers in the country, delivering support services across the region and more specialist services to people further a field.

### Challenge

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### Solution

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### Benefits

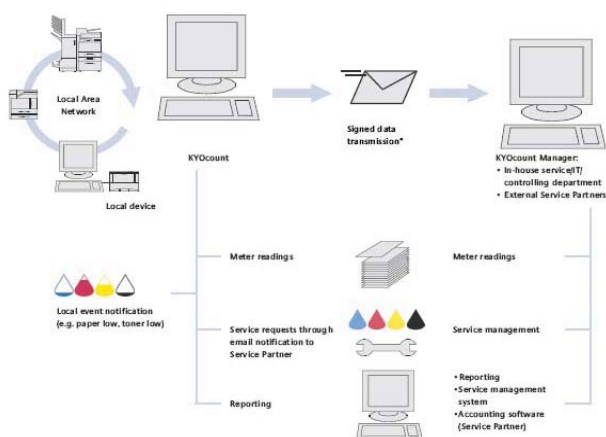
The page count data helps departments to manage resources. By identifying machines that are underutilised enabling organisations to rationalise fleet and save money.



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“Knowing what we’ve got and what it’s doing is a great step in enabling us to make the right purchasing decisions going forward. We also plan to use KYOcount to monitor colour print volumes and reduce the number of people printing mono documents to colour devices, all of which will lead to a more streamlined and cost-effective printer fleet.”



In order to present the benefits of KYOcount and assess its relevance for the Trust, Audrey arranged a trial of the software which was carried out by operations engineer James Maloy: “We primarily wanted to use KYOcount to track those users that have desktop printers that they aren’t fully utilising,” explains James.

“We needed to find out who was printing less than 50 pages per month so that we could move them to a shared device, and reap the economies of scale from this,” explains James. “For the trial we ran KYOcount in its default configuration and as a desktop application. We experimented with different views and filters, but concentrated the bulk of our attention on data collection and reporting. Prior to trialling KYOcount we were using KM-Netviewer software, which is available on all KYOCERA devices, to collect statistical data. KYOcount is a much more advanced tool, owing to the inclusion of the reporting module, and it feels more responsive in use. On the whole, we like what we’ve seen of KYOcount. Its reports have received a positive response within our team. The page count data has been of greatest relevance to us, as we will be using it to tighten resource management across our organisation, and there is also value in it as an inventory tool. If we can enhance compatibility between KYOcount and our existing electronic inventory we will certainly see even greater benefits.”

## CASE STUDY



KYOcount will be a valuable resource in managing the forthcoming printer refresh programme, as Andy Tuke concludes: “Knowing what we’ve got and what it’s doing is a great step in enabling us to make the right purchasing decisions going forward.”

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