

## Print Audit Assessor Case Study

### About AvMed Health Plans

AvMed Health Plans offers Employer Group HMO, Point-of-Service, Medicare HMO and other products which provide members with comprehensive health care coverage. Currently, AvMed Health Plans has offices in cities throughout Florida, including Fort Lauderdale, Gainesville, Jacksonville, Miami, Orlando, and Tampa.



### The Situation

AvMed Health Plans' offices consisted of 200 output devices, which were predominantly HP printers, for 700 employees. AvMed realized that this situation was not cost-effective, but they did not understand how to gain the data they would require to optimize their document output environment. They were aware that if the wrong decision was made their bottom line would suffer.

### Methodology

AvMed originally commissioned a national hardware vendor to assess their situation. However, when that vendor's print tracking solution failed, AvMed turned to DocuManagement Consulting Services (DCS) for assistance. DCS used Print Audit Assessor to conduct a 30 day silent analysis on approximately 700 employees. This analysis would answer the who, what, where and when of printing and copying.

### Results

"Ten days into the analysis, we reviewed the data with our client," said Bob Hagan, said Bob Hagan, a managing partner with DCS. "The volumes were so much greater than expected that AvMed insisted the program must be mistaken. We double checked the Print Audit tracking software and continued to gather data. After another 10 days we went back with numbers that we knew were accurate. Once again AvMed was in disbelief, but began to accept that if this was what they were printing, then they really didn't know what their costs were."

Utilizing Print Audit Assessor's extensive reporting capabilities, DCS was able to identify several workflow issues involving AvMed's printing, copying and faxing practices. DCS made recommendations that included changes to the way documents were produced and distributed. This led to the implementation of 26 new hardware devices, which greatly increased AvMed's overall document output efficiency. "By implementing the solution developed by DCS, AvMed Health Plans is going to save over \$500,000 in hard dollar expenses," said Scott Cantin, Director of Support Services for AvMed Health Plans.

### Summary

30 day analysis of 700 users

#### Results

- Led to 26 new equipment placements
- AvMed realized \$500,000 in hard dollar savings
- AvMed reduced their supply expense by 40%