

## 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 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 Health Plans partnered with DocuManagement Consulting Services (DCS) to assess their current situation and to implement a new document output solution. Using Print Audit's integrated network install utilities, DCS rolled out Print Audit Assessor onto all of AvMed's computers from their server and performed 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. 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," said Bob Hagan, a managing partner with DCS. "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. Most of AvMed's old printers and copiers were replaced with 26 new 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

- Total savings of over \$500,000 US in the first year
- Total savings of over \$710 US per user in the first year
- Reduced supply expense by 40%

