

Case Study: Banner Health



Solving Print Pays Dividends Towards Patient Care

In their first five years with Pharos, this national, integrated healthcare network has saved more than \$16 million using the insights of cloud-based Pharos Insights and enhanced document security with the Pharos Blueprint print management platform. Healthcare organizations can save millions of dollars each year and apply these savings to improving patient outcomes.

Challenge

Banner Health, a nationally-recognized integrated health network with 30 facilities and more than 50,000 employees, realized printing costs had gotten out of control and began looking for a proven solution to reduce their cost of office printing, clinical and production printing, and externally-sourced printing. After a thorough RFI process, they engaged Pharos.

- **Industry:** Healthcare
- **Employees:** 50,000+
- **Annual Revenue:** \$12 billion+
- **Location:** United States

Solution

To gain visibility and clarity into their print environment, the cloud-based Pharos Insights analytics platform was deployed to collect and analyze print data across Banner's network. Pharos then completed a holistic, demand-centric print strategy with the goal of saving Banner \$30 million over ten years, even more than initially projected. Pharos also designed a "Print Smart" training and reporting program for employees, and managed Banner's fleet refresh across all sites. Pharos Blueprint was deployed to secure employee printing workflows, protect document confidentiality, reduce paper and toner waste, and automatically inform employees about print policies and costs.

Result

Banner was able to reduce office printing volume by more than 40 percent and realize a positive return on investment in less than nine months. There were significant and lasting improvements to employee printing habits, document security, and HIPAA / PHI privacy. Banner's device fleet was successfully optimized and standardized, which lowered their total device count by 55 percent. After five years, Banner Health had already realized more than \$16 million in savings of the \$30 million plan, exceeding their high expectations. This successful partnership continues today.

Results by the Numbers

\$16M

Achieved Saving
in Five Years

40%

Reduction in Office
Printing Volume

55%

Reduction in
Total Device Count



Banner wouldn't be where we are today without Pharos and our Print Smart team. Everyone is committed to the program and directly vested in its continual success."

*-Jeff Buehrle, VP and CFO,
Banner Health*

To learn how Pharos can do the same for you, contact us today.
(585) 939-7000 or sales@pharos.com

www.pharos.com

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