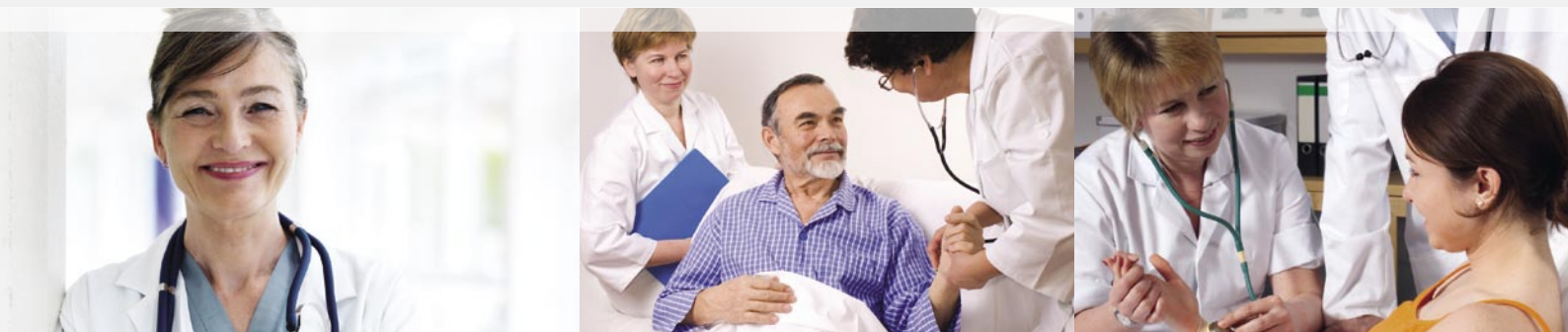


KYOCERA IN AUSTIN HEALTH



Austin Health – Treating their print needs for a healthy bottom-line

Austin Health is the major provider of tertiary health services, health professional education and research in the northeast of Melbourne. It is world-renowned for its research and specialist work in cancer, liver transplantation, spinal cord injuries, neurology, endocrinology, mental health and rehabilitation.

Austin Health comprises Austin Hospital, Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre. During 2006-07, its 6,400 staff treated a record 85,887 inpatients and 149,971 outpatients.

It is a busy environment at Austin Health and medical staff don't have time to learn how to use different equipment as they move through the hospital and work in different wards and divisions. That and the need to reduce hefty equipment running costs was the impetus to go to tender and select a single multi function device (MFD) supplier in 2005.

Kyocera came out the clear winner against four competitors when it came to selecting a single MFD vendor. Initially providing MFD products only, the team at Austin Health was soon won over by the ease of use, lower running costs and great back up support from Kyocera. Today they use Kyocera to supply all MFD and printer equipment to their staff over 3 locations in Melbourne.

Winning over the Austin Health IT department

“Kyocera are a really good company at responding and trying new things... it's a partnership which has worked both ways.”

Tom Holessis, Purchasing Officer, Austin Health

Austin's Purchasing Officer Tom Holessis relates how the IT department took some winning over by Kyocera. *“Like most IT departments, they are suspicious of the unknown. So initially our IT team was very hesitant to try Kyocera. Kyocera won the tender to supply MFDs and once they worked with the technology and the team at Kyocera, they were happy. They were keen to stick with one vendor and expand to Kyocera printers as well. So now we have one single vendor for all our printer and MFD needs. It makes it so much simpler for the IT department as they have only about 2 or 3 different models to maintain. That means less different consumables and fewer drivers to load on the network, not to mention less user error. As everyone becomes more familiar with the technology it just gets easier.”*

Tom says *“Kyocera's service has been really good which helps build up the IT department's trust too. We've been really impressed”*

Tom says. *“It's been a good partnership between our IT department and Kyocera; we share software and ideas and learn from each other. Kyocera are a really good company at responding and trying new things. For instance we tried out the Kyocera software for electronic meter reading for MFDs when they introduced it. Our IT department worked on it and gave Kyocera feedback which they incorporated into the software which was great. Similarly Kyocera have tried out software for us and we have learned a lot of things from their team, so it's a strong partnership which has worked both ways.”* ➔

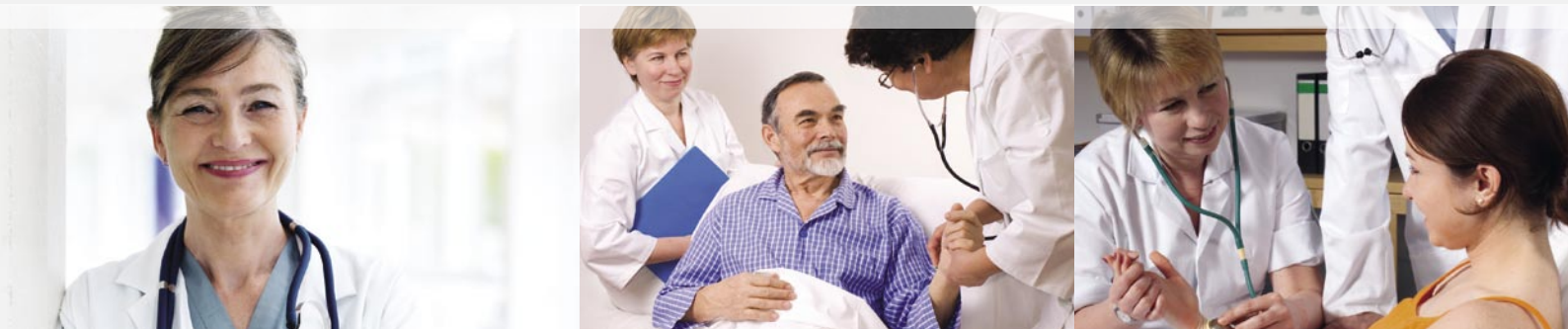
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 **KYOCERA**
we'll save you the Earth



Running costs – the hidden cost which soon adds up!

“If you add to that the savings with printer running costs we’re way above \$200,000 a year in savings by using Kyocera.”
Tom Holessis, Purchasing Officer Austin Health.

At Austin Health the use of different vendors’ MFD technology was not only causing confusion among staff who didn’t have time to work out how to use each device as they moved from wing to wing in the hospital, it was costing Austin a lot more than it had to in running costs. Now with the simplification of using just one vendor, it not only makes it easier for staff and the IT department, Austin Health believes they are saving over \$150,000 per annum in running costs. *“And that’s just on MFD print costs alone, says Tom Holessis. If you add to that the savings with printer running costs, we’re way above \$200,000 a year in savings by using Kyocera.”*

“In a bigger organisation the copy charge makes a huge difference to running costs. When you look at an organisation the size of ours, where you have 150 MFDs, using about 100,000 sheets of paper a week over 52 weeks in the year, that’s a lot of copy charges. By choosing Kyocera we were able to cut our copy cost by about 25%, so that’s a really significant difference”, said Tom.

Simplifying technology for the user

“When the machine is delivered the drivers are already on the server, so we just turn it on and it’s up and running. It’s so simple now, we’re just adding to what’s already set up.”
Tom Holessis, Purchasing Officer Austin Health.

After 4 years with multiple vendors and individual users purchasing their own equipment, Austin Health went to tender to select one MFD vendor to simplify the experience for their staff using the equipment, simplify service and support for their IT department and make significant savings in running costs.

Tom Holessis says of the tender process *“There were two main factors in choosing a vendor – running costs and the technology package. Up against Hewlett Packard, Panasonic, Toshiba and Canon - Kyocera came up as the clear winner in running costs. On the technology side Kyocera offered a better package too. It was more complete and it was proven technology. Kyocera were able to show us another customer in the health sector who was up and running. This customer had similar needs, but was running a network across Australia. If they could do it across Australia successfully, we couldn’t see any reason Kyocera couldn’t do it for us across 3 suburbs!”*

Kyocera have simplified the charging process for Austin Health with electronic meter reading. Kyocera machines are simply plugged into Austin’s IT network and their usage added to the electronic meter charges. Tom says *“This is so much easier than 150 different people calling Kyocera with a meter reading for their MFD.”*

“Kyocera has some very smart guys in their IT department” says Tom. *“The Kyocera IT people have trained some of our IT guys so they now understand the technology inside the machine which is good. When the machine is delivered the drivers are already on the server, so we just turn it on and it’s up and running. It’s so simple now, we’re just adding to what’s already set up.”* he says.

Kyocera couldn’t ask for a stronger advocate of their staff and technology than Austin Health. In commenting about their account manager from Kyocera, Tom Holessis notes, *“Tim is great, he knows more about this place than we do. Our staff call him direct now because he spends so much time here and they all know him. Once a department has selected a new machine and it’s installed he’ll come in and take them through it and make sure they really understand it. You can’t really put a value on that sort of support; it makes my job so much easier.”*