Case Study
Craig Hospital

Craig Hospital in Colorado is a world-renowned rehabilitation hospital that exclusively specializes in the neuro-rehabilitation and research of patients with spinal cord injury (SCI) and traumatic brain injury (TBI). Craig has treated more than 30,000 patients with SCI and TBI since 1956.

The challenge

Craig Hospital prides itself on outstanding patient care with nursing staff from the best in the country. However continual disruption from inefficiencies in the printing environment were a growing concern for the care provider. Protecting patient data, ensuring HIPAA (The Health Insurance Portability and Accountability Act) compliance and staff productivity were among the main challenges. Often clinicians and nurses lost valuable time collecting confidential documents from department designated printers.

The solution

Craig Hospital introduced a 99.9% virtual environment and needed a print management solution that would work seamlessly, while safeguarding confidential data and integrating with the IT security system.

After researching the available solutions on the market, FollowMe by Ringdale was selected as the reliable and low maintenance solution, flexible to integrate with the hospital’s evolving environment. Not only did the solution improve HIPAA compliance, it made more than 600 clinical staff more efficient, when working with patient care documents.

Immediate workflow improvements were realized in the solution trial. As a result, FollowMe was implemented directly across the entire environment, enabling clinicians and doctors to print securely via the virtual desktop environment. Documents had increased protection and Clinicians and Doctors had the flexibility to print at the point of need, anywhere within the hospital.

Key benefits

- 600+ clinical staff with more time for patients
- Improve patient care workflows with secure printing
- Safeguard patient confidentiality
- Immediately enhance compliance with HIPAA
- Reduce printer related service desk tickets

Outcome

Immediately Craig Hospital had the tracking capability and privacy controls to enhance compliance with HIPAA.

The new Chromebooks, introduced during the transition to the virtual desktop environment were fully supported. FollowMe Mobile Printing was also implemented, providing full management, tracking and security capabilities.

FollowMe’s intuitive functionality received high user acceptance and transformed clinical workflows. Regardless of location, clinical staff could print Doctors’ progress notes, admissions reports and patient care records on department printers, while keeping confidential patient information private.

With transformed user workflow, Craig Hospital saw dramatic productivity improvements. Clinical staff had more time to serve patient needs. These improvements, plus the decline in print related service tickets, are helping keep IT resources focused on innovation for their rehabilitation program.
Mobile Printing Case Study
Wheaton College

Founded in 1834 Wheaton College is a top ranked, private liberal arts college in Massachusetts. Wheaton prides itself on offering transformative education to intellectually curious students.

The challenge

With 2,000 students and staff using their own Macbooks, laptops and tablet devices, Wheaton’s IT department were inundated with requests to activate personal devices to print to network printers. Unfortunately with their existing printing platform, each device had to be set-up, and depending on the operating system required a different installation process. The IT department would spend hours setting up print drivers, during which time many students had no choice but to queue to print from network PCs in the library.

The solution

Wheaton looked for a low maintenance solution for secure mobile printing and wanted to replace their aging printers and copiers with a consolidated fleet of Multifunctional printers (MFPs).

After a thorough market evaluation and running several test environments, FollowMe by Ringdale was selected for its easy to implement mobile printing technology. The solution enabled users to quickly submit their print job via email or upload to the web platform.

FollowMe was installed on MFPs across the entire campus. The intuitive interface enabled user authentication and print job management directly from the MFP touch screen.

To reduce IT overhead, system administrators could manage the entire printing environment with a central, web based administration tool.

Key benefits

- Free-up valuable IT resources
- No driver installation on 2000+ devices
- Effortless mobile printing for students and staff
- 60% reduction in print volumes within five months
- Accounting capability to recover students print costs

Outcome

The IT department saved hours of support time, with no applications to install for mobile printing.

Students and faculty staff were thrilled to have the ability to quickly print the documents they need anywhere on campus from their personal computers and tablets without set up.

All print jobs are now held on a secure server, to be printed by the owner, only after they authenticate at the MFP with their college ID badge. For print jobs printed via Google Drive, mobile or tablet devices, default settings for monochrome and duplex printing were applied to minimize print costs. Within five months Wheaton saw a 60% reduction to overall print volumes.

By attributing print usage to ID badges, all printing and copy activity is recorded and costs accounted on a per student, teacher and faculty basis. The Finance department had intuitive reporting tools to charge for color printing, freeing up funds to invest back into the college.

“FollowMe gives us full control of print costs, while enabling students and teachers to use the latest mobile technologies to print quickly anywhere across campus”

Brian Gibson, Senior Systems Administrator, Wheaton College
Data Loss Prevention Case Study
A Mutual Fund Company

One of the largest mutual fund companies, with just under $3 trillion assets under management, has a workforce of more than 14,000 employees globally. As the leading investment provider, business success relies on maintaining high levels of data confidentiality to protect valuable investment assets.

The challenge

The organization found printing presented a significant risk to data confidentiality. Uncollected print jobs, left behind at printers, forced management to limit access to printing, posing a constraint to many paper-based business processes and user productivity.

With a workforce comprising of the most talented investment brokers from the industry, the organization needed a scalable approach to secure printing that improved user workflow.

The solution

After testing several solutions, FollowMe® was chosen for its ability to support thousands of users and its extensive policy engine that enabled a granular level of control over what and how documents were printed.

The solution was deployed to support 550 printing devices, across four regional locations and offered comparative support for both desktop and mobile printing, with full security, reporting and auditing capabilities.

FollowMe’s integrated paper Data Loss Prevention (DLP) technology was used to proactively discover, monitor and prevent accidental data loss or misuse, both while at rest and in motion.

To alleviate heavily paper based processes, FollowMe secured the scan functionality of MFPs, enabling the user to swipe their ID card to receive the scan immediately via email or network folder.

Outcome

Immediately the organization had full auditing and tracking data to maintain regulatory compliance and protect intellectual property.

Printing of valuable trader information was controlled according to predetermined user access rights and automated print policy controls. At the end of each trading consultant’s contract, the legal department had the audit trail on print activity, should they need to prove that intellectual property, such as client information, had been printed for use after their employment contract.

Shared network printers were transformed into secure personal printers, offering confidential printing for each user. Each print job is held on a secure server, to be printed by the owner after they authenticate at the printer.

By streamlining the printing process and digitizing paper based tasks, the organization found that print volumes declined. Within the first year the organization reduced their device footprint and office print costs by 40%.

"Critical to our success is keeping investment data confidential and brokers productive. FollowMe takes care of print privacy, user auditing and paper to digital workflow, enabling us to stay focussed on the market”

Chief Information Officer, A Mutual Fund Company

Key benefits

- Protected confidential trader information
- Audit trail for legal claims on intellectual property
- Facilitated industry compliance
- Secured customers financial data
- Reduced print costs by 40%