



## University of Arkansas for Medical Sciences

### Little Rock, AR

[www.uams.edu](http://www.uams.edu)

The University of Arkansas for Medical Sciences in Little Rock is Arkansas' only health sciences university. UAMS brings a unique capacity to lead healthcare improvement with over 10,000 employees and 2,700 students.

**Solution:** PaperCut MF

**Year Installed:** 2015

**Size of network:** 14,000 workstations, 36 sites

**Number of devices:** 329

## Peace of mind with complete security & auditing

### The Challenge

No visibility into system-wide user behaviors led to uncontrolled printing on inefficient devices and skyrocketing costs.

### PaperCut Advantage

- Print Auditing
- User Authentication
- Usage Reports

### Results

- Gained complete control of employee and guest printing
- Increased security and regulation of confidential documents
- Reduced waste generated by uncollected print jobs
- Encouraged accessibility to cost-efficient MFPs

### Challenge

As Arkansas' largest public employer, the University of Arkansas for Medical Sciences (UAMS) considers efficiency and security as top priorities that benefit patients, physicians, students and staff alike. Transitioning from a simple server structure, the medical facility sought an integrated solution to protect sensitive documents and grant their employees secure access to cost-efficient multi-function printers.

UAMS' IT team was tasked with bringing a diverse range of devices, users, and locations under one effective system. Key initiatives included ensuring compliance with HIPAA and other regulatory laws, providing access to key reports, and having the ability to audit usage with ease.

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**Michelle Hernandez**  
IT Asset Manager for UAMS

“Security is always of prime importance in this institution when you’re dealing with healthcare,” recalled Michelle Hernandez, IT Asset Manager, UAMS. “You want to know that the print being printed is being gathered by the correct person.”

#### **Solution**

UAMS’ office equipment provider guided the school through implementing PaperCut MF and integrating it with their existing badge system. Along with the help of ACDI, UAMS outfitted every building with the print management solution, deploying to all devices at one time. Once the software was installed, it added complete visibility into user behavior and reinforced security measures.

#### **Results**

After implementing the print management solution, UAMS administrators gathered intelligent data to see exactly where print volume was concentrated. Having the capability to identify large volumes opened up new avenues for alternative workflow solutions. IT administrators were able to enact policies to promote sensible usage while users were encouraged to print securely at cost-efficient devices. With the software in place and continuously monitoring user habits, UAMS was able to reduce the number of devices in their fleet by 62%.

“One of our favorite features in the beginning was being able to evaluate who was printing the most, and see why they were printing the most,” said Hernandez. “This year alone, we were able to save 40 cases of paper in abandoned prints.”

UAMS has saved over \$3,000,000 since installing PaperCut MF. Administrators have been able to reduce the number of devices from 6,414 in 2015 to 2,428 in three years. Switching to more efficient devices has made the medical university competitive with institutions of a similar size. With its auditing measures, document security, and accountability solutions, PaperCut MF has helped UAMS gain insight into user behavior and reduce the cost to maintain its print environment.