The assurance of secure print comes to Milton Keynes University Hospital with Nuance SafeCom.

**Challenge**
- Former secure print solution expensive and difficult to deploy
- Insight into print activity required solution that could track and report on device usage
- Former secure print solution difficult to deploy

**Solution**
- To introduce Nuance SafeCom
- To integrate it with modern multifunction printers

**Results**
- Improved document security, protecting confidential personal health information (PHI) with secure print management features from SafeCom
- Reduced overall print costs and increased overall efficiency
- Detailed reporting that tracks activity and device usage

**Summary**
With confidential patient data a prime security concern for the National Health Service (NHS), it is taking proactive steps to stop data leaks. One source that pose a potential security risk is the seemingly innocuous multifunction printer (MFP). Often, internet-connected, networked MFPs can be vulnerable to an attack.
One other considerable risk they pose is the danger that documents could be printed to an MFP, and left unclaimed on top of or near them. The documents could then be picked up and read by someone unauthorized to do so, which has the potential to cause a broad range of security-related problems.

Adopting a pro-active approach to security with Nuance SafeCom
Keeping on top of these print-related security challenges, is Milton Keynes University Hospital. Employing approximately 3,500 staff and with beds for 400 patients, Milton Keynes University Hospital’s Accident & Emergency department treats 70,000 patients each year. Helping to keep the hospital’s print secure, is SafeCom®, developed and published by Nuance Communications.

SafeCom has been designed to help private and public-sector organizations to solve the document handling challenges public and private sector companies face every day. With SafeCom Smart Printing, users can achieve 40% savings on their print budget by taking better control of print operations and reducing waste. Where relevant, it helps consolidate infrastructure, eliminating the need for personal printers, reducing the number of print servers while removing print data from a network. SafeCom can also help allocate and recover print costs, while making it easy to account for and manage printing costs by user, department or client for precise budgeting and chargeback.

For many users though, SafeCom is deployed for security purposes. The secure print solution offers user authentication at every device, so documents only fall into the right hands, released from a device either via a PIN or swipe card.

“Improving security, reducing print costs, and increasing overall efficiency were three things we looked at when evaluating a print management solution and SafeCom hit the mark on all those things.”

Oliver Chandler, IT Manager
Milton Keynes University Hospital

Nuance—a dynamic partner for secure print
Ahead of its deployment of SafeCom—and indicative of the Hospital’s early adoption of solutions to optimize security—it had a secure release solution in place. However, it was problematic, as Oliver Chandler, IT Manager, Milton Keynes University Hospital, explains: “Security is a prime concern for us. From a print perspective, our previous secure print solution covered the bases, but it was quite expensive. Furthermore, it used an active directory for entering user details. That, combined with the cost, made deploying it on additional devices a costly and time consuming option. We needed secure print, but we had to find a better, more cost-effective solution.”

Already familiar with SafeCom from previous experience, Oliver wasn’t surprised to see it included in a print proposal put to it by, a premier Nuance Document Solutions partner, when the Hospital was looking to review its former print fleet. Oliver added: “I was already familiar with SafeCom and I was interested to see how it would be integrated with the new print devices. The partner’s proposal was well thought out, addressing many of our print requirements, while rationalizing our print fleet from 500 to 200 devices.”

With its experience in print—and in healthcare environments—the partner was ideally placed to listen to and guide Milton Keynes University Hospital through the entire print review assessment, before finally recommending how its print model should change in order to accommodate the need for better print devices, a rationalized fleet and a secure print release option.
“SafeCom gives us so much more convenience as well as secure print. Staff can be located anywhere and just walk to the nearest device which is ideal for roaming staff.”

Oliver Chandler, IT Manager
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Scalable security meets value for money
One benefit of SafeCom’s cost effectiveness and ease with which it can scale, is that it bought secure print to the Hospital’s desktop mounted print devices, as well as its MFPs, some of which are located in areas accessible to the public. To that end, SafeCom is used by everyone at the Hospital, from human resources to medical staff. “SafeCom gives us so much more convenience as well as secure print. Staff can be located anywhere and just walk to the nearest device which is ideal for roaming staff,” stated Oliver. While the time savings this convenience brings hasn’t been measured, Oliver believes there is anecdotal evidence that suggests that the flexibility provided by SafeCom has improved efficiency, and saved time that can be better spent on patient care, rather than on admin. Oliver also added that SafeCom “…also provides us with added resilience. If a print device fails, then you can simply go and use another one, which aids productivity.”

A secure solution for a nationwide challenge
A further advantage delivered by SafeCom is its Scan to Email functionality, which has been very warmly received by staff at the hospital, because it has reduced the dependency on fax machines while providing the reassurance that scanned documents have arrived securely at their intended destinations. Asked whether he would recommend SafeCom, Oliver replied with a decisive ‘yes’, given the peace of mind it has brought the Hospital, proving it is a solution that can be easily and cost effectively deployed by many other NHS trusts and departments across the country.

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit nuance.com
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