



## MANAGED PRINT CASE STUDY: VELOCITY URGENT CARE

### DOING MORE WITH FEWER MACHINES

Velocity Urgent Care is a fast-growing medical provider in Virginia which has grown from 7 clinics to 15 locations (including an administrative office) in just 2 years.

As part of the expansion, Freddie Lucas, the company's IT Supervisor looked to gain more control over his print network. "Honestly, we had more printers than we needed," says Lucas. "We found some machines that weren't being used very much, so we've been able to reallocate devices and do more work without having to buy new copiers."

# VELOCITY URGENT CARE

IN PARTNERSHIP WITH  SENTARA®

“We're doing the same work with fewer printers. We're just making better use of the resources we have.”

— **Freddie Lucas**  
*IT Supervisor,  
Velocity Urgent care*

#### THE CHALLENGE

As the organization has grown quickly, Lucas has had to reallocate resources and purchase new devices to outfit new clinics. Lucas needed to analyze how each printer and copier in his fleet was being used, reallocate existing printers wherever possible, and roll out new multi-function devices where needed.

#### THE SOLUTION

Lucas and Gordon Flesch Company (GFC) have been gradually replacing printers with multi-function devices. "With the new multi-function printers, we were able to streamline operations so that when we open a new location, we often have just one machine in the reception area and one in the medical area," says Lucas.

#### THE RESULT

At the start off this process, Velocity Urgent Care had **30 printers for 8 locations**. Today the company has **15 locations with 41 machines**. The new MFPs offer standardized features, like lockable trays to protect confidential patient information. "When you're opening a new clinic, there are a lot of moving pieces, but GFC has been very patient and flexible, even if I have last minute changes or a moving start date," says Lucas. "They always seem to have a positive attitude and help me make tough calls."



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