



BLANCHARD VALLEY HEALTH SERVICES

SMOOTH SAILING FOR GROWING HEALTH CARE PROVIDER

Blanchard Valley Health System is a non-profit, health care provider based in Northwest Ohio. Blanchard Valley operates two hospitals, dozens of clinics, and is the one of the largest employers across an eight-county area.



“When you look at the cost per page of the Gordon Flesch Company’s managed print service versus what we were paying for our non-managed printers a couple of years ago, this is a total no-brainer.”

— **Amos Cramer**
Information Services
Blanchard Valley Health System

THE CHALLENGE

For many years, Blanchard Valley Health System’s printer fleet was supplied, managed, and serviced by several different vendors. It was an inefficient approach and the organization had no way to control costs or manage supplies. Rather than order new supplies, some departments used ‘loner toners,’ which meant that they borrowed toner from other departments and tracked usage on a spreadsheet.

THE SOLUTION

Blanchard Valley Health System (BVHS) and the Gordon Flesch Company (GFC) identified and eliminated unnecessary or redundant machines, with GFC providing full-fleet management of the remaining 70 devices across the organization. All supplies, help desk support, onsite service, reporting and recommendations are included in one, simple invoice every month.

THE RESULT

BVHS recently added 70 devices to GFC’s imageCARE+ program, which Cramer says will deliver BVHS an additional 50 percent cost savings, with new, monthly cost savings of \$900. “Before working with GFC, there was no real system for tracking and managing purchases,” says Amos Cramer, Information Services Supervisor. “Now our maintenance, toner and supplies are delivered just in time by GFC.”

BONUS BENEFIT

According to the FTC, “toner pirates,” are a common type of scam artist that steal millions of dollars annually by tricking organizations into paying inflated rates for toner and printer supplies. Recently, Amos Cramer received an invoice for toner cartridges from an IT services company. But since BVHS’ entire printer fleet is managed by GFC, it was obvious this was an attempted fraud.

“One great thing about having our Managed Print service is that it eliminates the possibility that we will get hit by a toner scheme or false invoices...even if we get an invoice that looks genuine, I know without checking that it’s not legitimate.”



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