

# The University of Kansas Hospital Automates Ink and Toner Supply Chain to Gain Lower Costs and Improved Sustainability

*The University of Kansas Hospital has hundreds of printers spread across more than a dozen buildings that require a steady supply of ink and toner. LaserCycle's managed print services ensure adequate supply, simplified billing, and less waste.*

*"LaserCycle's program provided faster response, environmental answers, and lower costs."*



**Fernando Ramirez**  
Procurement Manager

THE UNIVERSITY  
OF KANSAS HOSPITAL

Selecting and buying the right ink or toner for just one printer can be a perplexing experience for many of us. Numerous models, colors and cartridge sizes make selection and pricing difficult to determine.

But consider the dilemma of buying for hundreds of printers. Ordering, pricing, delivery and auditing become even more complex and difficult to manage. And even if you get selection and pricing right, you still have the sustainability concerns around disposal and recycling.

Fernando Ramirez and Karen Kelly can relate. They work in procurement and value analysis at The University of Kansas Hospital and are responsible for supporting good purchase decisions for supplies and services, including printer ink and toner.

Ramirez and Kelly get involved in a wide range of product and vendor decisions, from BAND-AIDS® to patient beds. They are constantly evaluating the best sources and buying contracts for the Hospital.

Up until a few years ago, the Hospital had relied on a major office supplier for its printing ink and toner. Higher prices, shipping delays, inaccurate orders and landfill concerns pushed the Hospital to look for alternatives.

"With hundreds of printers in our organization, ink and toner are big line items for us cost-wise and we felt we could do better," says Ramirez. "Plus we also want to be a good corporate citizen when it comes to the environment."

After scanning the local, regional and national market, Lenexa-based LaserCycle was selected to handle all ink and toner suppliers for the Hospital.

"LaserCycle's program provided faster response, environmental answers, and lower costs," says Ramirez.



“The teamwork at the LaserCycle offices is impressive. Their systems and processes give us a lot of confidence in their ability to deliver on their promises. And they’ve lived up to them.”



**Karen Kelly**

Value Analysis Coordinator

THE UNIVERSITY  
OF KANSAS HOSPITAL

## LASERCYCLE BRINGS BIG BENEFITS WITH MANAGED PRINT SERVICES

- Same-day service
- Accessible customer service and account representatives
- New technology means no cartridges thrown away
- Programs tailored for companies large and small

### LOCAL LEADERSHIP, WORLD-CLASS SERVICE

Kelly’s experience as an administrative assistant throughout the Hospital gives her a special perspective on the importance of a good printing supply program. She personally praises the quality of the customer service at LaserCycle.

“As an end-user of printing supplies, I’ve experienced firsthand what it’s like to work with LaserCycle,” says Kelly. “I believe LaserCycle’s quick turnaround on orders and responsiveness to our supply questions make a big difference. They’re local and that’s an advantage too.”

LaserCycle keeps the service and delivery model simple. They handle everything, no questions asked. Flat fees are standard, and easy to understand reports on usage, inventory and costs are provided on a quarterly basis. Cost savings are also automatically calculated to help The University of Kansas Hospital keep a running tally of ROI.

One example of immediate savings: Kelly says the Hospital saves over \$5,000 annually now by not having to pay for the disposal of used printer cartridges and materials.

Spent cartridges aren’t dumped into local landfills. Instead, LaserCycle products are designed for re-use, from the box cartridges arrive in to the cartridges themselves. LaserCycle collects everything and recycles it all.

An accessible and responsive account representative from LaserCycle handles any problems. “Oftentimes, I can call our LaserCycle executive and get him immediately,” Kelly says. “If I leave a voicemail, he calls back the same day. If I don’t get to him, I can call customer service which is just as good.”

“LaserCycle’s technology allows us to track usage and process orders automatically when supplies run low,” says Ramirez.

Though many criteria went into the Hospital’s selection process, a factory and office tour of LaserCycle’s Lenexa headquarters removed any concern over making the switch, says Kelly.

“LaserCycle brought us into to their Lenexa factory and headquarters to show us how they will meet our needs,” says Kelly. “We were able to see how they work and how our orders will be filled as quickly as they promised.”