



Insel Gruppe AG - Next generation workplace

Ready for the challenges of
digitalisation thanks to state-of-
the-art equipment technologies

 INSELGRUPPE

High-quality treatment – from primary care to state-of-the-art medicine

With six hospitals, Insel Gruppe AG is the largest healthcare provider in Switzerland, offering the population a full range of medical services from primary healthcare to state-of-the-art medicine. Each year approximately 500,000 patients from 120 countries are treated at the Insel Gruppe AG's hospitals. Each patient is treated at the most suitable location for their needs guaranteeing access to the latest medical advances, methods and potential. The focus is always on providing the highest quality of care.



Replacement of
approximately 2,000
multi-function devices
and printers

Constantly improving the workplace

In addition to its first priority of providing top quality patient care, the Insel Gruppe AG focuses heavily on workplace design for its approximately 10,000 employees. Ricoh has been working with the Insel Gruppe AG since 2013 and in early 2018 was awarded another contract to roll out state-of-the-art equipment and technologies. The objective was to optimise and enhance the efficiency of an already well-functioning workplace. One key aspect that needed improvement was work with faxes, a form of communication that is still widely used in hospitals.

RICOH
imagine. change.

Digital fax solution and replacement of the printing infrastructure

In cooperation with T-Systems, the company responsible for the server infrastructure of the Ricoh devices, Ricoh introduced a number of new features at the Insel Gruppe AG's workplaces during the rollout. In the case of the fax machines, this included replacing the analogue fax cards with a fax server solution. This enables the efficient handling of fax documents including document backup. In addition, approximately 2,000 new multi-function products (MFP) and printers with a variety of software solutions were installed. These include Pull Print, Accounting, Delegation Printing, Scan2Me und SAP-Printing. The solutions that were installed also included an online portal for device management. Finally, Ricoh's on-site support ensures that all devices are always kept fully functional and that any technical issues are resolved in the shortest possible time.

Existing infrastructure seamlessly integrated into the new solution

Thanks to the newly installed Ricoh devices and solutions the Insel Gruppe AG is moving with the times and providing its staff with state-of-the-art workplaces. This will lead to significant efficiency gains in document management while at the same time minimising costs. The Insel Gruppe AG, T-Systems and Ricoh have enjoyed a highly successful partnership for five years already and the three parties have become an efficient team. To maintain longterm quality, the partners hold monthly service review meetings to discuss any necessary system adjustments and implement changes promptly. The Insel Gruppe AG thus always has up-to-date printing and fax infrastructure and can provide optimum support for its staff as they carry out their demanding duties.

"Thanks to Ricoh's wealth of experience, the rollout went very well – which is all the more remarkable considering the complicated structural and operational situation at the University Hospital Inselspital Bern."

Daniel Berger, Senior Project Manager
Insel Gruppe AG



"The rollout of the new infrastructure enabled us to strengthen our existing successful collaboration and ensure that the Insel Gruppe AG is ready to meet the challenge of digitalisation."

Heinz Arn, Key Account Manager
Ricoh Switzerland Ltd.

