

Medway NHS Foundation Trust

Brother thermal label printers save
Medway Trust time and money.

Medway Maritime Hospital, which falls under the Medway NHS Foundation Trust serves a population of around 424,000 people across Medway and Swale.

The challenge

Within the trust's pharmacy department, staff have to print from two clinical systems simultaneously and their current printers can't cope with the demand of this. The IT department receives at least one call a day with this issue along with the unreliability of the current printers and them being out of warranty is a burden their staff could do without. The trust has had no choice but to keep replacing with the current vendor and didn't know of any other solutions.

However, after meeting with the Brother end user sales team to discuss their mobile print requirements, we discovered their issues and they asked if we had a solution that could resolve their pain points.

The solution

After reviewing their current printer specification, it was decided that the best model would be the TD-4420DN high-quality network desktop label printer. After testing the device with both systems, the TD-4420DN had no problems swapping between the two clinical systems simultaneously. The customer was also impressed with the high-quality and high-speed print, along with the easy set up and warranty offered with the machine.



"After undertaking research across the trust into several print vendors over the last 12 months, we decided to test Brother's laser and thermal printers. The competitive pricing, alongside excellent compatibility and a robust warranty offering, helped save the trust money as well as our clinicians' valuable time. This meant more resource could be allocated to treating and caring for our patients. Brother has been at our side for over 12 months, giving us unbeatable support and advice."

**Michaela Jones, IT Business
Manager, Clinical Systems, IT.
Medway NHS Foundation Trust**

Moving forward we are now in talks with the customer on our managed print solutions as they have a mixed fleet of Brother and other vendors for A4/A3 print.