TOSHIBA

SUCCESS STORY

Toshiba Australia created a bespoke solution for Qscan Group, incorporating both software and hardware, with outstanding results.

Customer: Qscan Group
Country: Australia
Industry: Healthcare

Qscan
RADIOLOGY CLINICS
trusted analysis

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Since medical imaging and radiology provider, Qscan Group, engaged with Toshiba to deliver a cost effective solution for providing copies of diagnostic images, they have never looked back.

**Qscan Group is one of the largest radiologists owned and operated medical imaging businesses in Queensland.
Qscan Group employ over 210 staff and 36 Radiologists across 19 locations in South East Queensland.**

Qscan Group's sub-specialty trained radiologists provide diagnostic, interventional and interventional neuroradiology services to over 250,000 patients per annum and partner with some of the most prestigious healthcare organisations in Queensland.

THE CHALLENGE

Qscan Group are moving toward more economical ways of producing medical images for non-diagnostic purposes. They were looking for a paper solution that would allow them to provide patients with a non-diagnostic copy of their images (for personal use only) at a lower cost, rather than diagnostic quality images, which are costly to produce.

Paul Watt, IT Manager at Qscan, said that they had gone to the market a number of times looking for a vendor who could provide them with the print quality they required.

"We had some software that could convert medical images to a format that could be produced on paper, and we tried four or five different printer vendors to find a quality that our staff were happy with. We were looking to the market again when Toshiba put forward their proposal," said Paul.

TOGETHER INFORMATION

THE TOSHIBA APPROACH

Toshiba created a bespoke solution for Qscan Group, incorporating both software and hardware, with outstanding results.

"Toshiba offered us a complete solution, integrating software and devices. When they came in to demonstrate the solution, it worked straight away and the quality was outstanding. It was seamless. Right off the bat, their solution provided us with everything we had been looking for and staff across the board were happy with the quality of the output for the first time," said Paul.

"The implementation was also impeccable. Toshiba came in with their devices and software, hooked it into our systems and after some minor tweaking, we were up and running, without a hitch, the same day," continued Paul.

"Since the implementation, we have had no issues with the quality of output. It has proven to be a low maintenance solution and we have never had to chase up services and support. Toshiba come in periodically to service the machines and toner ordering is automated and is always on hand," said Paul.

Andrew Scouler, Commercial and Operations Manager at Qscan Group, is pleased with the flexibility and cost effectiveness of their contract.

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- Paul Watt, IT Manager

"The flexibility of our contract is excellent, we were able to negotiate terms to suit our needs, with the aim of being able to work towards more efficiencies in the future," said Andrew.

THE OUTLOOK

Qscan Group intend working with Toshiba for the long term.

"We are looking forward to approaching them to see what they can do with the rest of our print fleet when our other contracts expire," said Paul.

"Toshiba are very professional in their approach. I would recommend Toshiba to others in the medical imaging industry, they have provided us with the perfect balance between quality and cost effectiveness", concluded Andrew.

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