



Canon

A MODERN PATH  
TO PRINT EFFICIENCY  
AND GROWTH IN  
HEALTHCARE WITH HELP  
FROM THE EXPERTS IN  
**MANAGED SERVICES**

CANON U.S.A. STRATEGICALLY  
PARTNERS WITH THE UNIVERSITY OF  
MIAMI HEALTH SYSTEM TO SUPPORT  
PRINT MODERNIZATION, EXPANSION,  
AND COMMUNITY-FOCUSED  
INITIATIVES.

CASE STUDY

# POWERING THE PULSE OF SOUTH FLORIDA'S NETWORK OF CARE

## ABOUT UHEALTH:

The University of Miami Health (UHealth) System delivers cutting-edge patient care by top-ranked physicians who treat some of the most complex cases. Powered by the Leonard M. Miller School of Medicine's groundbreaking research and medical education, UHealth is the region's only academic-based healthcare system. UHealth is also home to the Bascom Palmer Eye Institute, the Sylvester Comprehensive Cancer Center, and the Desai Sethi Urology Institute.

## UHEALTH BY THE NUMBERS

Nearly **40** outpatient facilities

**1** flagship hospital at the center of Miami's Health District

More than **2,700** providers across South Florida

Bascom Palmer Eye Institute – Ranked **No. 1** eye hospital in the nation<sup>1</sup>

A neurology and neurosurgery program ranked in the top **25** in the nation<sup>2</sup>

More than **100** research-based specialty care programs

<sup>1</sup> "Best Hospitals for Ophthalmology." U.S. News & World Report. 2025.

<sup>2</sup> "Best Hospital for Neurology & Neurosurgery." U.S. News & World Report. 2025.

## PRESCRIBING A SMARTER PRINT SOLUTION FOR UHEALTH

True partnerships begin with trust. They carry on with long-term commitment.

In 2012, the university's leadership team sought a managed services provider to help reduce costs and institute an improved structure within UHealth's sprawling print environment. Dedicated to the dual mission of educating the next generation of academic and medical professionals by delivering high-quality and compassionate healthcare, it was clear that UHealth's focus was better spent on managing its critical core business. As such, decision makers looked toward a managed services provider capable of implementing and fully managing a secure, efficient, cost-effective, and environmentally sustainable print solution for both their clinical and administrative users.

Soon after the university awarded Canon the contract, the impact was felt immediately. The committed Canon team conducted a thorough assessment of UHealth's printer and MFD fleet, analyzed print volumes and costs, evaluated service and supply workflows, and took advanced steps to ensure overall optimization of ineffective print processes. These measures, which included a print modernization action plan, a 24/7/365 support model to provide strong coverage throughout critical care environments, and security-focused improvements, influenced a 34 percent reduction in devices which spurred roughly \$3.8 million in savings.

**"CANON WAS AN EXCELLENT COLLABORATOR TO THE HOSPITAL DURING THE IMPLEMENTATION OF OUR PRINT SOLUTION. THEY WORKED CLOSELY WITH IT TO MINIMIZE RISK AND PROTECT PATIENT CARE."**

– Darren Roach, Senior Manager IT, University of Miami

## A REMEDY FOR OPERATIONAL SUCCESS

But that's not where this evolving story ends.

Like all well-built blueprints, the overall mission, which transformed based on both outside forces and the focal direction of leadership, needed to emphasize advancement. In October 2019, in the wake of scalable success, UHealth expanded its relationship with Canon.

This second phase marked a significant shift for UHealth.

While the first iteration emphasized cost reduction, the second was more intently focused on supporting UHealth's dramatic expansion across South Florida, along with the side effects of operating within

a post-pandemic healthcare environment. Since 2013, UHealth has opened dozens of new off-campus clinics and multi-specialty centers, strengthening access to care in communities across multiple counties. This rapid growth required a more robust print fleet, including:

- Increasing device count from roughly 2,200 to more than 2,600 units.
- The introduction of an updated roadmap that standardized models, narrowing from more than 20 device types down to five, including a line-up that included the latest in imageRUNNER ADVANCE technology.

A strategic move like this helped to simplify the procurement process, promote print reliability, support regulatory activities, and nurture consistency across several clinical environments, including the addition of more than 200 new devices at five new locations, with three clinics scheduled to open in the next few years.

## DIAGNOSING CHALLENGES, DELIVERING PRECISION SUPPORT

Accelerated growth has not come without obstacles, though. From navigating construction delays that have stalled some technology deployments to managing seasoned devices within the fleet, Canon's dedicated on-site team provides dependable coverage. Staff are assigned across campuses, hospitals, and clinics, with designated floaters available to consistently handle installations and tickets.

The 24/7/365 support model, originally designed for UMH critical care devices and the UPrint environment, has since been extended to some Walgreens clinics, with discussions underway to expand into the athletic department.

This level of access to a reliable support structure has helped to mitigate downtime in areas where critical care is a top priority.

Additionally, the Canon team faced exceptional tests during the COVID-19 pandemic and Florida's hurricane season, to demonstrate outstanding adaptability and commitment. Amid the pandemic, they provided 24/7 support for crucial care devices and ensured continuity of service at UHealth and remote clinics. When printing was a critical necessity, Canon set up loaner devices at temporary testing facilities and implemented an Electronic Faxing and Emergency Printer Plan to support remote workers.

During extreme weather, such as hurricane season, Canon initiates a pre-storm process to ensure all necessary parts are available and devices are fully functional. The team conducts complete walkthroughs to inspect active devices, ensuring critical operations continue seamlessly. They even remain onsite during storms to maintain full functionality.

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**“CANON U.S.A. HAS A COMMITMENT TO SERVICE EXCELLENCE. THEY'RE PROACTIVE IN MANAGING ANY CHALLENGES THAT ARISE THROUGHOUT THE DAY.”**

*– Ana Alvarez, Assistant Vice President, Auxiliary Services, University of Miami*

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## CARE BEYOND THE TECHNOLOGY AND SERVICES CATALOG

Canon's partnership with UHealth extends well beyond the scope of managed services. Since 2013, Canon has supported the Bascom Palmer Eye Institute's Vision Van and Darwin Eye Project, along with the Pediatric Mobile Clinic which provides care for underserved communities across Miami and other areas. Additionally, Canon takes part in The Rosenstiel School of Marine, Atmospheric, and Earth Science Shark Research and Conservation (SRC) program and the Rescue a Reef (RAR) Foundation.

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**“I VIEW CANON U.S.A. AS A TRUE PARTNER IN EVERY SENSE OF THE WORD.”**

*– Humberto Speziani, Associate Vice President, Business Services, University of Miami*

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## LONG-TERM PLANS WITH A TRUSTED PARTNER

This level of progress—predicated on care and convenience—is embedded in the collective approach of the two organizations. It serves as the epicenter of the relationship and a roadmap for future endeavors.

With a strategic plan developed to refresh the Canon fleet and retire aging devices to establish even greater standardization across UM and UHealth, the pieces are already in place for the potential continuation of this valued partnership. As always, it starts with access to reliable and consistent technology and the support of a trusted team centered on service, dependability, and community impact.

# Canon

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10/25/2025-13230