

**Customer:**

Kettering General Hospital (KGH) NHS Trust provides access to a comprehensive range of acute services.

The Trust has approximately five hundred and twenty beds, an accident & emergency department, outpatients departments and a full range of diagnostic facilities. The hospital is fully equipped to care for patients who need emergency treatment and provides outpatient, day case and inpatient services for local people.

**Challenge:**

KGH had two outdated TEC printers in the Pathology Labs that were very unreliable and becoming increasingly expensive to service and repair ongoing problems. It was obvious that these printers needed to be replaced.

Another problem was that the printers were driven by old Legacy Software that would be expensive to modify. In addition to this no modern printer would be compatible with old TEC command language that was being used.

**Solution:**

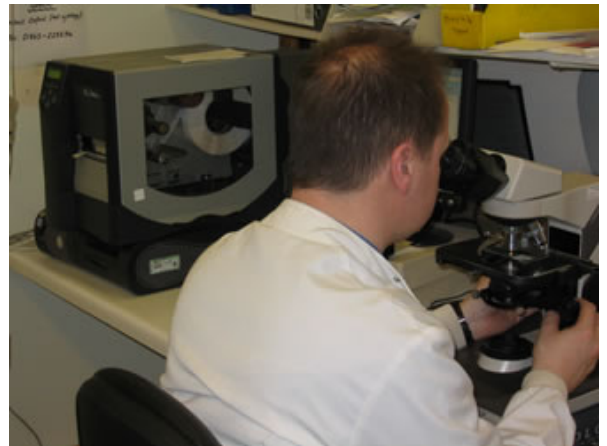
AM Labels provided a 'middleware' (NiceLabel NiceWatch) to convert the TEC commands into a format suitable for a modern printer. This also avoided the need to change their old legacy software.

AM Labels supplied KGH with Zebra Z4M printers, NiceLabel software and Zebra branded labels and ribbons. Once the system was installed all staff were then trained on the use and maintenance of the printers.

**Key Benefits:**

Immediate benefits were apparent once the new system was installed and fully functioning.

- Lower breakdowns
- Lower cost of repairs
- No changes required to the Legacy Software
- Easy to use and highly reliable printers
- No more paper jams
- No lost labels due to adhesive problems



**Paul Marrow IT Manager at KGH comments:** "We are extremely happy with the new system. We have no more label sticking problems and the two new Zebra printers are very reliable. If we do face any problems our maintenance contract with AM Labels ensures we are back up and running in no time"



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