

Lexmark International, Inc.

BLI PaceSetter 2019–2020 for Healthcare: Group Practices



Lexmark™



Lexmark International, Inc., has been honored with a prestigious BLI PaceSetter award for Healthcare in the Group Practices category from the analysts at Keypoint Intelligence - Buyers Lab thanks to its...

- Excellent lineup of A4 and A3 laser MFPs and printers that offer healthcare-specific features
- Unique document-centric MFP solutions developed expressly for healthcare providers to handle advanced workflow needs
- On-staff healthcare experts from the industry who can advise customers and product developers on best practices and help ensure a smooth rollout of a customer's chosen solutions
- Outstanding value proposition thanks to attractively priced hardware coupled with an ecosystem of software, support, and services

Clinics, group practices, outpatient and transition-care centers, and other small to mid-size healthcare providers are confronted with the same regulatory scrutiny and information-security concerns as hospital networks, but generally without the luxury of large IT support teams to handle the particulars. So, selecting a partner that can help shoulder those burdens becomes very important. For this one-of-a-kind study focused on the needs of healthcare customers, Buyers Lab invited all leading document imaging OEMs to complete an exhaustive questionnaire and provide in-person briefings to detail their healthcare-relevant offerings in eight key areas: Hardware, Software, Service and Support, Professional Services, Security, Industry Certifications, Vertical Leadership, and Overall Value. Based on these findings, the analysts at Keypoint Intelligence - Buyers Lab have recognized Lexmark International, Inc., with a BLI PaceSetter award for the Healthcare market in the Group Practices category.

In the study, Lexmark showed top scores in Service & Support and Overall Value, along with strong scores in Hardware, Software, Professional Services, Security, and Vertical Leadership. The company earned points for its impressive portfolio of lab-tested, reliability-proven color printers and MFPs to suit the needs, space requirements, and budgets of group practices and similar healthcare providers. Lexmark can also provide the software solutions necessary to make such environments more efficient, such as Lexmark Document Distributor, Downtime Assistant, and Total Agility. And since Lexmark is the developer, customization of the solutions—when needed—is possible. All this is backed by outstanding technical support and a pre- and

post-sales process that can include healthcare industry experts to help scope the project and dedicated Technical Program Managers to help oversee the roll-out.

“Healthcare providers at every level face mounting pressures to improve care and reduce medical errors, adhere to strict patient-privacy mandates, ensure security and regulatory compliance, move from paper to electronic records, and trim costs wherever possible,” noted Jamie Bsales, Keypoint Intelligence’s Director of Solutions Analysis. “Lexmark provides a lineup of output devices and software to address those challenges, along with the professional services expertise to pull it all together for their healthcare customers.”

About Keypoint Intelligence - Buyers Lab

Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled tools and unmatched depth of knowledge, we cut through the noise of data to offer clients the unbiased insights and responsive tools they need in those mission-critical moments that define their products and empower their sales.

For over 50 years, Buyers Lab has been the global document imaging industry’s resource for unbiased and reliable information, test data, and competitive selling tools. What started out as a consumer-based publication about office equipment has become an all-encompassing industry resource. In a landscape that’s ever evolving, we change with it.

About Buyers Lab PaceSetter Awards

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab PaceSetter awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including Document Imaging Security, MFP Platforms & App Ecosystems, Mobile Print, and key vertical markets.

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