



Customer Case Study

UKHS Enhances Patient Care with Deep IT Insights

With HP Workforce Experience Platform, The University of Kansas Health System transforms IT from reactive to proactive management, improving employee productivity and patient experience.

Industry

Healthcare

Country

USA

Objectives

- Ensure patient safety by minimizing IT downtime
- Proactively spot device issues early
- Support staff to focus on patient care

Approach

- Started with a small 4,000-device pilot
- Expanded to full 25,000-device rollout
- Shifted to proactive, performance-based refresh

Business Outcomes

- Proactively resolves device issues
- Saves up to \$1,500 per device on unnecessary hardware purchases
- Boosts employee productivity
- Increases device performance scores
- Minimizes patient wait times
- Supports IT growth without new hires





From Reactive Support to Proactive IT for Optimum Patient Experience

In healthcare, every second matters - whether you're a patient in the operating room or someone waiting for an outpatient visit. Behind the scenes, reliable IT infrastructure is as vital as the physicians and nurses delivering care. For The University of Kansas Health System (UKHS) - with 18,000 employees, 1,500 physicians, 140+ clinical locations, and more than 1.8 million outpatient visits annually - keeping systems running smoothly is critical in supporting duty of care delivery.

"Having reliable infrastructure is crucial when people's lives are at stake," says Shawn Bennett, Director of IT Support, The University of Kansas Health System. "If a facility is down, then we're heavily impacting the patient experience."

80%

of devices managed by WXP

25,000+

devices transitioned with WXP

Given its size and reach, UKHS is no stranger to the pressure of scale. And a strategy of growth through acquisition has recently seen it absorb another healthcare facility in neighboring Missouri. Every device in its sprawling network must perform flawlessly. But managing BIOS, drivers, and firmware across 25,000 endpoints proved a constant uphill battle. Existing tools were slow, cumbersome, and ultimately left the IT team playing catch-up - reacting to problems instead of preventing them.

Support tickets accumulated, and frontline providers were losing valuable time due to recurring PC failures or blue screens. UKHS needed more than quick fixes; it needed visibility deep into its devices, a way to spot small issues before they snowballed into disruptions that might adversely impact patient care.

This wasn't just about IT - it was about enabling physicians, nurses, and staff to focus on patients instead of tech failures or digital friction. Already a wholly HP environment, UKHS turned to HP's evolving device intelligence to find the visibility and resilience it needed.

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Shawn Bennett, Director of IT Support, UKHS

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Shawn Bennett,
Director of IT Support, UKHS

Expanding Potential Step by Step to Consolidate Infrastructure

When UKHS first tested the HP Workforce Experience Platform (WXP), it started small – a pilot on just 4,000 devices, largely within IT. The goal was simple; to shine a light on the unknown. By focusing on visibility, the team could finally uncover hidden issues, from firmware gaps to driver problems, and understand what staff were really experiencing day-to-day. “We really started to see the value of what we could bring to the rest of the environment,” explains Bennett.

Encouraged, UKHS began licensing WXP more broadly, transitioning away from legacy tools. The health system made the decisive move to roll out WXP across its entire 25,000+ device fleet, with plans to extend coverage to another 4,000 devices at its Missouri facility. Growth projections mean that by 2026, UKHS could be managing close to 30,000 endpoints under the platform.

The initial focus has been on the fundamentals – driver and firmware updates – laying the groundwork for stability at scale. But, bit by bit, UKHS is starting to stretch the potential of the HP Workforce Experience Platform. “I’m like a kid in a candy shop,” says Bennett. “But we’re taking it one step at a time and staying focused; we fix each issue, then as we get comfortable with the system we’ll expand and start uncovering automation opportunities – that’ll be crucial for our small IT team.”

Detailed device telemetry and AI-powered insights now guide refresh strategies, shifting decisions from age-based replacement to performance and utilization-based planning. “We’re seeing our scores dramatically increase from a performance standpoint as we’re doing the refresh,” says Bennett. UKHS has also adopted HP Wolf Protect and Trace to replace a previous solution and enhance device security across its organization. This includes managing and protecting laptops provided to staff in its GED program, ensuring that any lost or stolen devices can be tracked and controlled to safeguard data.



18,000

Employees

1,500

Physicians

140+

Clinical locations

1.8M+

Outpatient visits annually



Individual device performance scores increased from 4 to 60



Security scores improved up to 20 points in 60 days

Overall, UKHS's approach proclaims a profound cultural shift for the hospital's network of IT staff, moving from reactive firefighting to proactive, data-driven support. By putting intelligence at the heart of its IT strategy, UKHS isn't just upgrading infrastructure - it's building a smarter, more resilient foundation for patient care.

Boosting Employee and Patient Experience with Predictive Maintenance

With HP Workforce Experience Platform, The University of Kansas Health System is transforming both its IT environment and its impact on employee and patient care. Using the WXP unified dashboard and AI-driven analytics, the hospital can proactively identify and remediate device issues before they disrupt staff or clinical workflows, boosting efficiency and reducing downtime.

Though early in its WXP journey, UKHS is already realizing cost savings through predictive maintenance, replacing failing components like batteries under warranty, avoiding unnecessary spending, and keeping devices at peak performance. "We've never been able to do that in the past," says Bennett. By analyzing hardware and application data, UKHS better allocates resources, avoids unnecessary upgrades, and focuses budget on actual needs, saving up to \$1,500 per device update when the hardware isn't the issue.

Proactive support improves employee experience and productivity, with issues resolved before staff even report them. Device performance scores within WXP have, in some cases, jumped from four to 60 within two weeks, signaling huge performance gains and ultimately increasing employee productivity. Reliable devices also keep examination rooms and kiosks operational, minimizing patient waiting times. HP Managed Print Services, which supports discharge and pharmacy workflows, will soon integrate with WXP, increasing visibility into the print environment, automating processes, and facilitating access to document workflows. The health service has already achieved major efficiencies by eliminating the need for manual print management and reducing costs associated with overbuying toner and print supplies, providing a more streamlined and cost-effective print fleet with HP.

"Now we have the confidence to move toward proactive issue management which is transformative. It puts us ahead of the game."

Shawn Bennett, Director of IT Support, UKHS



Solution at a glance

HP Services & Solutions

- HP Workforce Experience Platform
- HP Managed Print Services

Looking ahead, UKHS anticipates greater return on investment (ROI) with advanced features like sentiment analysis, printer integration, and deeper collaboration analytics. The WXP multi-vendor support across PCs, printers, peripherals, and more, will give UKHS flexibility for future acquisitions while automation of BIOS and driver updates, plus centralized monitoring, allows IT to manage growth without expanding the team.

Beyond IT, the office of the CIO at UKHS is tracking WXP with interest - recently expanded to 80% of devices, end-user and security scores have improved by up to 20 points in 60 days. Integration with Azure AD will soon enable the IT service desk to fully leverage the platform.

Ultimately, HP Workforce Experience Platform gives The University of Kansas Health System the clarity and agility to support better patient care, higher employee engagement, and strategic innovation - turning IT into a true driver of performance and experience. "We are making our devices more reliable and ensuring they're working in the best way possible at all times," says Bennett. "Now we have the confidence to move toward proactive issue management which is transformative. It puts us ahead of the game."

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