IF IT WORX, IT'S

UTAX

PRINT REVIEW PROVIDES KEY TO UNLOCK BETTER INFRASTRUCTURE...

G
GreenSquare

GreenSquare Group is a major provider of housing, regeneration, care and support and commercial services across Wiltshire, Oxfordshire and Gloucestershire and surrounding areas with offices in Chippenham, Swindon, Gloucester and Oxford.

GreenSquare owns and manages around 11,000 homes, employs more than 600 staff and has a turnover of £60m. It has a substantial population of customers across a large and growing geographical area.

When the ICT Service Manager joined GreenSquare Group he quickly discovered that around 10% of the problems reported to his ICT helpdesk were related to printing.

Printing problems at the company were causing real headaches and inefficiencies across the entire organisation. Printing was unreliable and, as a result, staff time was being wasted – costing GreenSquare money in lost staff productivity and affecting overall organisational performance. It was obvious that something needed to be done to fix it.

The ICT Service Manager decided that a review of GreenSquare's printing and copying facilities had to be started immediately.

He commented: "My review

showed that GreenSquare printed an average of 10,000 pages per day overall using a large array of ageing, low-capacity and often unreliable LaserJet multi-functional printers. The assortment of out-of-date and newer devices had conflicting print driver technologies which were creating compatibility issues within our technical environment. The print servers would routinely crash for no obvious reason!"

He continued: "To add to the complexity of the situation, there were also a large number of inkjet printers in circulation at that time. Most of these devices were designed for small output and had very low capacity. Furthermore, they were slow, they produced poor quality hard copies and the consumables were expensive."

"It was obvious to me that we needed to simplify the printing solution and modernise the equipment. I wanted to make it easy for staff to print – and to introduce consistency so that the technical aspects would work more effectively while being easier to manage. Fundamentally though I needed printing to work and address people's obvious frustrations!"

GreenSquare has strong 'green' credentials and a rigorous environmental policy. The team saw this as an ideal opportunity to focus on the 'green' in

AT A GLANCE

Number of new machines installed:

- 12 A3 colour MFPs

Software installed:

- Paper Cut

- Follow Me Print

- Three Tiered Billing

The improvements have revolutionised the way they work at GreenSquare. The companies printing culture changed quickly and they saved £9K in the first three months. Within six months they managed to reduce print output by 20K pages producing further savings.

GreenSquare. As part of the tender, in addition to the print devices, GreenSquare required a print management software solution to drive compliance with an enriched print policy. This policy drives out waste and unnecessary printing.

THE SOLUTION...

An internal project team was formed to set about creating a tender that would meet GreenSquare's needs. The

www.utax.co.uk

project's objective was to replace the old with new as well as introducing 'follow me printing', enhanced auditing features, print management, and policy enforcement.

From a large number of companies that responded to the tender a shortlist of three was selected.

The UTAX Partner implemented 12 * A3 colour MFP 5505ci across all of GreenSquare's offices. The solution consists of Paper Cut print management and a full support and maintenance contract. The support includes proactive fault management and a consumable replacement service that ensures consumables are replaced before they run out and impacts the users.

has been transformational. Staff have been waxing lyrical about the new printers and the improvements have genuinely revolutionised the way we work at GreenSquare.

By using 'Follow Me' and UTAX's Three Tier Billing System, our printing culture changed quickly and we saved an additional £9K in the first three months. Within six months we managed to reduce our print output by 20K pages producing further savings, all of which we have been able to re-invest into our core business of building homes and communities. I'm certain I made the right choice choosing UTAX's Partner and would strongly recommend them to you for a similar project."

"Since outsourcing our MPS to OPM, we have been able to manage and fix our print costs."

Following the evaluation of the final three shortlisted vendors the UTAX Partner successfully won the tender. They demonstrated they had fully understood the project brief by proposing a feature rich and very cost effective print solution.

The ICT Service Manager explained: "The UTAX Partner stood out for us. They carefully listened to our requirements and heard all about our very specific pain points. They also took the time and trouble to understand my commercial considerations and constraints. Armed with that information, they designed a great technical solution that works really well while removing £36K per annum from our previous levels of expenditure on printing."

He said: "The sales representative completely understood my reason for installing the same models across all our sites and recommended the MFP 5505ci – not only because of its high functional capabilities, but also because of its energy-saving features. This solution ensured that any unplanned outage of a device only represented a reduction in capacity and no loss of functionality. The additional, smaller 260ci MFP was proposed for our warehouse where we store our building equipment and materials."

In conclusion he says: "The installation went very smoothly and the feedback has been very positive from all of our staff. In fact I would go so far as to say this has project

---

About UTAX

Established in 1989, the UTAX brand of digital office products is synonymous with quality and reliability, and with a hard-to-match product range, UTAX and our Partners provide solutions for all office output – encompassing digital copying, printing, fax and scanning equipment as well as cutting edge software solutions. Our dedication to service and support, together with our technical know-how achieve a standard in the industry that is hard to beat.

UTAX: THE UK NETWORK OF PRINT SOLUTIONS EXPERTS

IF IT WORX, IT'S

UTAX

For more information call
+44 (0)1793 786 000
or email **sales@utax.co.uk**

[in] [f] [twitter]   **www.utax.co.uk**