

IF IT WORX, IT'S

UTAX



More case studies

CASE STUDY

with
**Salford Community
Leisure**

Public Sector / Fleet Refresh

Find out how UTAX devices were used to integrate with new kiosks at large public organisation.

Having 34 sites with varying requirements and kiosk integration presented a new challenge that UTAX dealer, TA Triumph-Adler, resolved easily.

Background

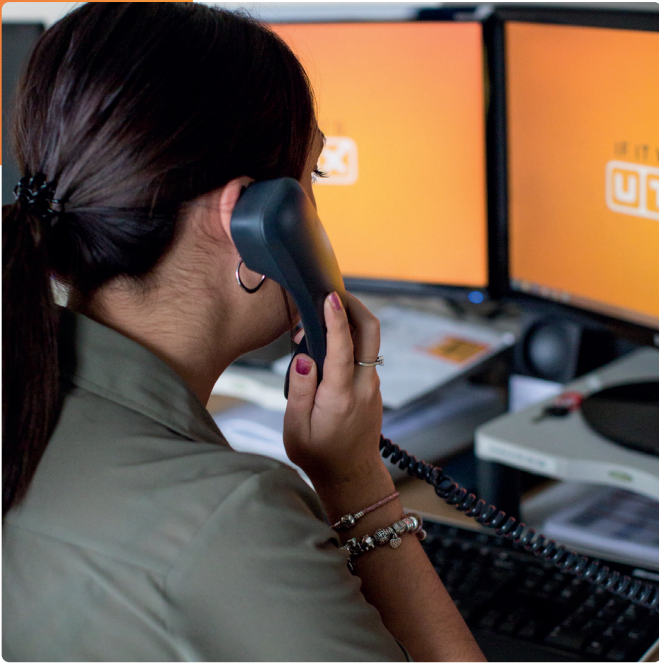
Salford Community Leisure are responsible for several libraries, museums and sports centres in and around Salford. They presented an array of issues to UTAX dealer TA Triumph-Adler which didn't only concern their printing devices, but also the kiosks their visitors use to pay for services. TA Triumph-Adler worked closely with Kiosk manufacturer, Emos, to install new devices that fully integrated with each other.

Salford Community Leisure's kiosks and printing devices were becoming too costly and weren't fit for purpose, so we asked TA Triumph-Adler to provide us with a solution."

Challenges

- LEASE AGREEMENTS:** Salford Community Leisure's original printing fleet were managed through a variety of separate lease agreements, causing administrative and logistical issues.
- MAINTENANCE:** Machines weren't working as well as they should have been due to genuine parts not being used during maintenance.
- KIOSKS:** The kiosks used to manage customer accounts and payments were aging, unreliable, and unable to integrate with their printing and copying devices.
- PAYMENTS:** The kiosks were not user-friendly, only accepting certain coins without offering change, and they couldn't accept notes or card payments.
- SITE REQUIREMENTS:** Salford Community Leisure's venues differ considerably in the services and products they offer, as do their operational needs. The devices they had at each site weren't appropriate for that location's needs, making it inefficient for staff and customers.
- CUSTOMER ACCOUNTS:** They wanted a system that enabled customers without a library account to be able to use the copying functionality.





The Solution

In essence, what Salford Community Leisure wanted were bespoke kiosks with a user-friendly interface that integrated with their printing and copying devices whilst providing the ability to pay by card, whether an account holder or not. This project presented a plethora of new challenges that the TA Triumph-Adler team hadn't faced before. We quickly established a holistic approach, working closely with other technology providers to address the issues Salford Community Leisure were experiencing. Our solution included:

- ▶ A comprehensive physical print management audit of their current print management solution enabled us to establish the individual needs of each site, the devices currently in use and the condition of those devices. Proposed new devices which incorporate the range of functionalities required by each site, reducing device numbers per site where possible.
- ▶ We built that into our logistics the removal and return of existing devices to their finance company when installing the new devices.
- ▶ We worked closely with Kiosk manufacturer, Emos, and software solutions provider Selectec to create a solution that enabled integration between the multifunctional printers and payment kiosks.
- ▶ New kiosks with pay by card functionality installed with a bespoke user-friendly interface.

Flexible Support

- ▶ **SCAN-TO-FOLDER:** Software used to integrate devices and enable staff to scan to folder, which they weren't previously able to do.
- ▶ **COST SAVING:** We managed to help Salford Community Leisure save an astonishing £45K per year whilst supplying a new, reliable fleet of devices and improving functionality for customers and staff alike.
- ▶ **ACCOUNT MANAGEMENT:** Top up and release is now possible at kiosks, and users without an account are able to use kiosks for one-off copying.
- ▶ **EFFICIENT AND CONVENIENT:** Users no longer needed to go to multiple devices to complete their task.
- ▶ **REGULAR MAINTENANCE:** Service agreement covered the new fleet of devices which was not only competitive in price but included automated toner delivery and regular maintenance using manufacturer approved parts.
- ▶ **REDUCED DOWN-TIME:** U.FS (UTAX Fleet Services) software installed on all TA Triumph-Adler machines enables us to remotely review, maintain and fix any issues that arise, and track consumable usage. This reduces the amount of down-time because potential issues are addressed before they become a problem.

