

New print technology dramatically reduces cost and wastage for Care UK

Care UK were producing 114,000 colour pages and 410,000 mono pages per quarter, at their main support offices in London, Colchester and Reading alone. Since the introduction of strategically placed MFDs, tiered colour print charges (based on coverage), along with pull printing software to monitor and control output: both volumes and costs have reduced. This has been achieved in spite of a 39% increase in staff numbers.

"Top of the list of benefits is the fact that you can go to any printer at the support offices. **All printers are now open to everyone.** So if there's a queue, you can walk to another one that's free. It gives everyone **flexibility** and **convenience.**"

John Vickers, IT Relationship Manager, Care UK



"We had almost got to the point where individuals and small teams all had a printer each but with widely differing productivity rates – one could be printing hardly anything and another could be flat out. The **duplication and cost were issues.** Along with this, like most corporates **the amount of wastage far exceeds what is reasonable.** Danwood helped us make best use of our resources and deliver a **pragmatic solution** for all users."

John Vickers, IT Relationship Manager, Care UK

Problems at a glance

- The high level of owned and unsupported desktops was expensive to run and manage
- Low coverage colour prints charged at full 100% colour rate
- Large volumes of wastage (forgotten prints, duplicates, mixed up jobs)
- Environmental concerns
- Lack of centralised control

Solution summary

- 4 Xerox ColorQube MFDs with solid ink technology for high colour and high volume locations
- 4 colour laser MFDs and 2 mono MFDs
- Three tier charging structure for colour prints
- Equitrac Follow - You Printing software activated with staff security fobs
- Disposal of all unwanted devices
- On site staff training
- Four hour engineer response

Benefits and results

- 40% reduction in pages printed per employee
- 32% of prints previously classed as 'colour' are now classed as mono
- 37% reduction in total cost to print each colour page
- 15-20% reduction in paper usage
- Gives staff the option to print confidentially

The key issues

The print fleet at Care UK's three support offices featured a combination of eight efficient MFDs supplied by Danwood as well as 31 desktop devices which they owned and managed outright. In principle this seemed fine, but in practice the unmanaged printer fleet was not being utilised or controlled effectively. Wastage was a big issue as high numbers of prints were either mixed up with others at the device or not collected, forgotten and reprinted. Increasing environmental concerns, plus a desire to reduce costs and maintain confidentiality, were all drivers for change.

How Danwood helped

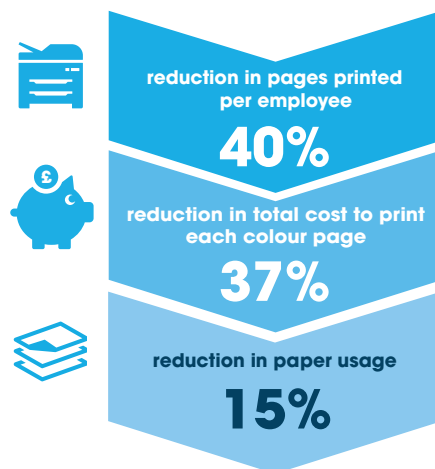
First Danwood conducted an investigation to give Care UK a clear view of their actual paper usage plus accurate print volumes for colour and mono. It was clear they weren't getting the best out of either their MFDs or their desktop fleet. Armed with the latest information on print at the Care UK support offices in Colchester, Reading and London, Danwood presented back a solution that not only met the volume requirements and addressed wastage issues with software, it was also a much better fit with colour usage patterns (and corresponding costs).

Colour prints for mono costs

The latest solid ink technology from Xerox is ideal for Care UK as it offers a three tier billing model based on colour coverage levels. Previously if just the logo or a single character was in colour on the page, the entire page was charged at a full colour rate – ten times the rate for mono. When so many documents include just the company logo in colour (or equally low colour coverage) this three tier system recognises that there is minimal colour on the page and can charge it as if it were a mono print. With this tiered option Care UK have seen almost instant benefits with the average cost per page halved as a result.

Software to reduce wastage

The second stage of the solution is the effective use of Equitrac Follow - You Printing software, which enables all the networked MFDs to deliver print on demand. This 'pull printing' facility has reduced wastage to a negligible level. It also means that any member of staff in Colchester, Reading or London can go to any networked device, swipe their security fob and their prints appear.



"These changes have **made a positive impact on the business**. Printing is a low level function that you shouldn't have to worry about – and now we don't. It works and we can all simply get on with it. But we've also dramatically **cut down on waste**. Imagine what the **cumulative effect** was of 200 people forgetting to collect even one page a day over weeks and months. By making printing a conscious decision, we've removed that waste mountain."

James Greenman, IT Director, Care UK

About Danwood

Danwood is the largest independent provider of print and document management solutions in Europe.

With a network of branches throughout the UK and Ireland, Danwood have industry leading service back up and support for your business. With over 400 technical consultants and engineers all over the country a working relationship with Danwood means choosing informed, knowledgeable and independent advice first time, every time.

- Full consultancy services to ensure you select the best solution for your organisation
- Fully supported deployment – with minimum disruption to your operations
- Training to suit the needs of your staff
- Project management throughout the implementation lifecycle
- Support services you can rely on – as and when you need us

Talk to us about the challenges you're facing, and let's discuss the options available to make your life easier.

For more information on how Danwood can help you please call us on 0800 597 5555 or alternatively email: mail@danwood.co.uk

About Care UK

Care UK is a leading independent provider of health and social care services in the UK. Over the course of a year, on average, Care UK look after over half a million people via a range of services. This includes community services, healthcare services, mental health services and residential care services. The company employs thousands of frontline staff at over 300 locations; it also provides office support from Colchester, Reading and London where approximately 300 staff are based.

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