REDUCING COSTS

The Workplace of the Future

DANWOOD

OVERVIEW

The workplace of the future promises an environment of streamlined processes, workforce mobility, collaborative working, increased productivity and, ultimately, business success.

Against this backdrop, businesses are continually looking for new ways to reduce cost and 'do more with less'. For many years, cost savings within IT have been a key focus and reducing the cost of hardware and equipment is typically the approach taken.

But focusing on buying cheaper IT systems often fails to deliver on the 'do more with less' message. The significant cost savings are achieved through a more strategic approach to buying, using and managing your IT infrastructure and the fundamental businesses processes that it supports.

This guide focuses specifically on print and document management and how, by achieving complete control over all document printing and scanning activities, businesses of every size can realise significant cost savings.

THE DOCUMENT JOURNEY

The first step to take when implementing a new managed print process is to understand the journey of a document through an organisation. This is not about printing less. It means understanding how you can influence and change the entire document lifecycle to minimise cost at every stage by moving to digital or paper-light processes.

Controlling the entire print process through print routing and print optimisation is important, but the biggest cost savings will be realised through digitisation. It's an approach that will also streamline operations, save valuable time and resource, and improve the customer experience.

A recent IDG report found that businesses are currently facing a document disconnect, leading to inefficiency, complexity and errors. At the core of this disconnect is a lack of necessary digital processes needed by today's workforce in order to do business effectively.

IDG's research found that 55% of businesses could save time i.e by having electronic process in place for routing documents and that 58% of business have to cope with different internal systems and applications that don't "talk" to each other.

The research also revealed that 25% of organisations rely on more than 1,000 distinct applications. This huge number of disparate applications is a strain on IT departments and restricts operational effectiveness by causing mounting costs in support, training and maintenance.
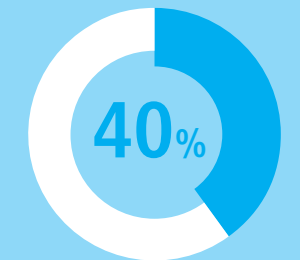
The results of the survey speak for themselves as it was found that the document disconnect could impact profits by as much as 40%.
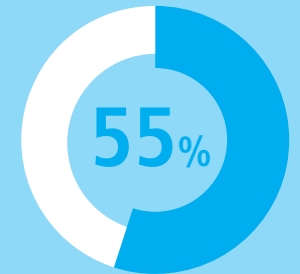
55%

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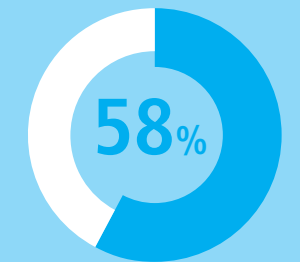
58%

58% of business have to cope with different internal systems and applications that don't "talk" to each other

40%

**the document disconnect could impact profits by as much as 40%**

DIGITISATION AND THE WORKPLACE OF THE FUTURE

Largely, businesses understand the potential of moving to the workplace of the potential, with a recent survey of 500 business decision makers in the UK revealing that reducing cost is the primary driver for digitising documents.

Through digitisation, businesses of any size can transform their organisation into a workplace of the future, and achieve cost savings and other efficiencies.

The first step any business needs to take when digitalising their processes is to assess their print and wider IT behaviours. It is only by having knowledge of the current systems and shortcomings that a business can make changes to the way it operates. This needs to be followed by a process of continuous assessment of the document journey to ensure that print remains optimised.

What are your top three drivers to digitise documents?

54% Reducing physical storage

46% Saving money on paper and toner

41% Speed up processes
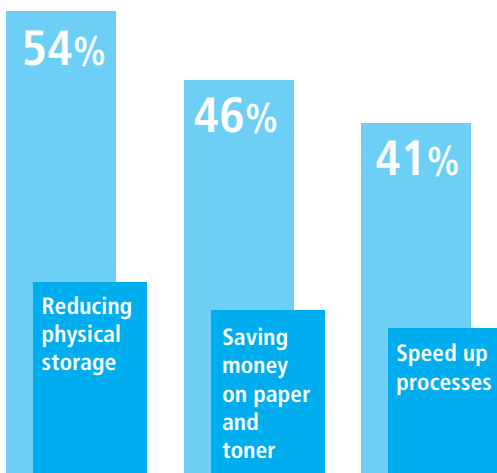
NEXT GENERATION MPS

For years, managed print services (MPS) have been a way for businesses to actively manage and optimise their document output and print infrastructure. The benefits of MPS are widely recognised, from cost savings, to convenience and control of documents within an organisation. However, traditional MPS is a fairly limited offering and tends to be constrained to engineering support and consumables, such as cartridges and toner.

To make a real difference to the operational costs of a business a more strategic approach to the workplace and IT infrastructure needs to be taken, and this is particularly true of the print and document management process.

Next generation MPS goes beyond simply driving down costs through replacing hardware and buying cheaper consumables. It encompasses not only the rationalisation of the printer fleet but more importantly document rationalisation as a whole, which is designed to establish new processes that streamline the way that documents move through your organisation, from the point they enter your company to the point they leave.

Next generation MPS can give you a complete view of the print environment including the total cost of ownership and how often devices are used within your organisation. It will also make you more aware of your printing behaviours by helping you to understand the impact of your print activity on the wider organisation and also on the environment. By assessing the concept of good versus bad print, you can establish behavioural changes so that ultimately your reliance on print can be reduced.

FIVE STEPS TO REDUCE COSTS

1. Assess the lifecycle of your documents

The average company photocopies a document 19 times and can spend as much as £7,000 per annum to maintain just one filing cabinet. By evaluating your document lifecycle and the journey a single document takes through your organisation you can gain valuable insight into where savings can be made. Are you storing everything in a physical location? Do you have legacy processes in place that mean documents are photocopied unnecessarily? Understand where your business is relying unnecessarily on paper and move to digital or paper-light processes wherever possible.

2. Move to a digital mailroom

Digitising the manual process of receiving, sorting and distributing mail through a business can significantly reduce costs, by eliminating physical storage and reducing the labour associated with manually sorting and distributing mail. Studies have shown that organisations can save the equivalent of 2.9 days of revenue by moving to a digital mailroom.

3. Understand and change user behaviour

Understanding why employees print and creating overall behavioural change is key. It's a view shared by Liz Ainslie, an environmental consultant at Hosking Associates. According to Ainslie, excessive printing frequently happens due to inadequate monitor size and an employee's inability to read reports easily, so replacing computer monitors with larger and more energy efficient screens can be a quick fix.

Paper usage is also a quick and easy way to effect change. Does your company print on both sides of a sheet of paper? Ainslie explains that many companies do not think to do this, but it's the quickest way of cutting paper usage in half and save 20–30% on overall printing costs in a year.

Maintaining one filing cabinet can cost up to...

£7,000PA

70%
of all office space is used to store documents

80%
of documents are never used again

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4. Reduce storage and use document imaging

Almost three quarters (70%) of all office space is used to store documents despite the fact that 80% of all documents are never used again. While it is legally necessary to store some documents in paper format for certain periods, there is a compelling case for moving to paper-light processes wherever possible. Scanning solutions that automate processes and reduce paper costs are low-risk and high-value investments for organisations.

5. Apply good v. bad printing practices

Eliminating print from an organisation is no easy task, particularly as there continues to be reasons to print documents. Applying the concept of 'good paper versus bad paper' is important so reliance on printing is reduced and employees will more readily embrace a digitised working environment. NewField IT is a consultancy that works to accelerate and de-risk the implementation of document lifecycle services. As James Duckenfield, co founder and chairman, explains, the concept of 'good paper versus 'bad paper' means businesses can identify the areas where print is really necessary and those where digitisation makes complete sense:

"Employees typically have four valid reasons to print documents: to read, save, annotate and share. People can typically read a printed document 30% faster than on a screen and annotation, through notes or highlighting, can be much easier on a printed document. In contrast, there is little reason not to move documents away from the printer to a digital format to share, add a signature or save."

Cost savings: the proof

- A multinational life insurance company reduced its mailroom costs by **50%** through a move to a digital mailroom

- A large internet retailer saw **£4m savings** in the first three months through digitisation and streamlining of employee document workflows

- A German car manufacturer reduced the time taken to fund out dealers from an average of **30 days to less than one**, by digitally automating its funding process.