

Xerox helps the Telford & Wrekin Council cut costs, streamline operations



At a glance

Telford & Wrekin Council
West Midlands, UK

Scope

The Council serves about 165,000 citizens and employs more than 6,000 people in 160 offices and schools. They needed to get output costs under control and comply with stringent environmental policies.

Solution

Xerox and partner ComputaCenter developed a comprehensive managed services plan for print/copy/scan/fax.

Fleet

Before streamlining: Hundreds of devices
After streamlining: 80 devices

Benefit

The council will reduce output costs by up to 25 per cent over the next four years and have significantly cut energy, waste and consumables.

The Challenge:

The Telford & Wrekin Council needed to streamline administrative functions, reduce operational costs and increase environmental sustainability. Document production was an obvious place to start: Just 14 of the council's 160-plus office and school locations generated more than 12 million pages per year.

By streamlining printing, copying, scanning and faxing, council members felt that they would cut costs, improve efficiencies and minimise waste. "Of greatest importance was finding a solution that could potentially be used by everyone in the council," said Mohammad Ajaz, an ICT technician for the council. "In our ideal world, employees could walk up to any device, authenticate themselves and immediately print the documents they needed, even if they were not in their usual building."

The Solution:

The Telford & Wrekin Council selected Xerox and its managed services partner, ComputaCenter, to help it develop more cost-effective, scalable and greener document production.

Xerox experts analysed the council's print/copy/scan/fax infrastructure at its 14 highest-demand sites, then created a streamlining strategy that would provide significant savings and increased functionality. ComputaCenter implemented the strategy, consolidating hundreds of standalone printers, copiers, scanners and fax machines into just 80 : 66 far more efficient multifunction devices and 14 single-function devices used for special purposes.

The team deployed Equitrac Professional print management software to help the council monitor output and control its costs. The software allows ComputaCenter to analyse device utilisation, recognise peak usage periods and determine usage and output costs for black and white versus colour output. The data also helps them comprehend total costs of ownership for each output device. In addition, the software helps employees understand what they're spending on output by monitoring and controlling device access and usage.

The deployment included Xerox WorkCentre® 7245 and WorkCentre 7345 multifunction systems, which work with Equitrac to provide additional document management tools. For example, employees now can walk up and print their stored documents from any multifunction device. They simply identify themselves using the front panel controls, select a stored document and print it. They can easily convert paper forms to electronic documents or text-searchable PDFs, and copy them to the appropriate network location, or send them via email, directly from the device.

Telford & Wrekin Council

Case Study

The Results:

Council members estimate that the new output infrastructure and ongoing maintenance plans will reduce Telford & Wrekin's output costs by at least 15 per cent over the first three years, increasing to 25 per cent reduction in the fourth year. Employees now can concurrently scan, print or copy, fax files and route them quickly to the appropriate destination, and the overall quality of those documents has increased. The council is working with Computacenter to ensure continuous optimisation of the print environment.

"By transitioning our equipment from a single purpose device like a printer or copier into a fleet of multifunction devices, we were able to streamline internal administration," said Nigel Maule, the project manager. "Replacing numerous suppliers of equipment and consumables with one supplier partner and an automated internal per page charging system to individual business units, has given transparency and accountability. We also reduced our paper usage and waste by setting the duplex (two-sided) function as standard, which provided both an economical and ecological advantage."



"One of the biggest changes we've seen is the increase in employee awareness about the impact of their individual actions. After every print and copy job, employees can see how much each job actually costs."

— Mohammed Ajaz, Council ICT Technician

"Xerox was a confident choice. From the beginning they acted as a natural partner that renewed our print infrastructure, made our administration easier to manage and helped to reduce our waste and carbon footprint."

— Jenny Marriott, Project Sponsor

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