

Numbers add up for Central Statistics Office with managed print from Xerox.



Our Challenge

Unusually for a public sector agency, the Central Statistics Office has its own printing section which outputs all of its publications and brochures. As such, print is mission-critical, needing robust 24/7 support for peak times such as quarter-end reporting to have reliable and readily available print services.

The agency employs 625 people who print around 5.6 million pages per year, with an 80-20 per cent split between mono and colour. Prior to the Managed Print Service (MPS), there were 68 devices with 16 different models from six printer suppliers across the CSO's four offices in Cork and Dublin. This was a major support overhead for the in-house support team,

it was complex to manage and was not cost-effective, owing to the need to maintain duplicate supplies and consumables.

Our Solution

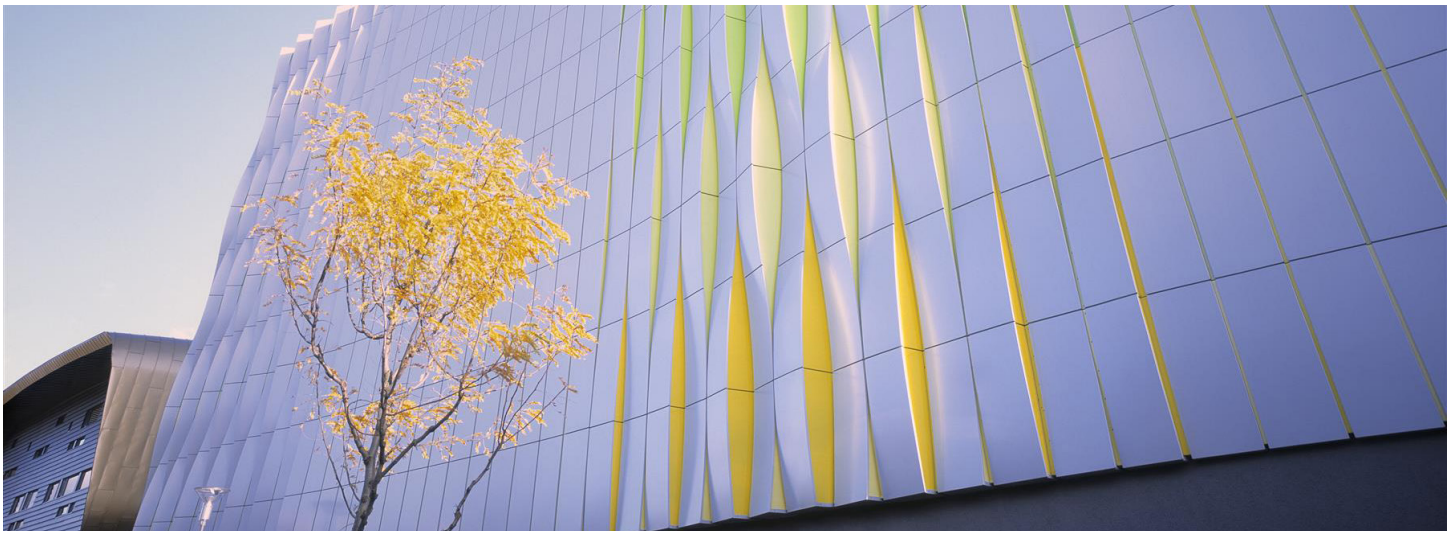
Xerox won a CSO tender through the Office of Government Procurement to deliver managed print services with a cost-effective offer that included a standardised and consolidated device fleet. After an audit of all print and scanning devices, Xerox reduced the number of inhouse machines at the CSO from 68 to 25. It now provides dedicated 24x7 support and remote monitoring from its service delivery centre, removing the burden from the CSO team. XDA alerting software on the CSO network now ensures proactive delivery of consumables when devices run low.

Xerox delivered YSoftSafeQ, an intelligent print management solution that enables single sign-on access to devices and services. Its 'follow-you' capability enables staff to print at any CSO office via personalised swipe cards.

Our Results

The CSO now has predictable and transparent costs thanks to central billing as part of the all-inclusive managed service model with per-copy pricing. Detailed reporting, which wasn't possible before, ensures the CSO has full visibility of all output and scanning activity throughout the organisation.

"Before this contract, it was extremely difficult for us to estimate our print and copying costs," says Paddy Connery, IT Service Desk Manager at the CSO. "Reporting was difficult in that we had to physically go to each device and pull down pages printed per device. Now, we can report directly on how much our print is costing. That was a huge plus for us. We can now see the volume of printing per section and device and more importantly how much our print was costing us on a monthly, quarterly and annual basis. We can run reports on a per-division basis. We're able to see what's going on right across the board whereas we didn't have that ability before. We can look at volume per device to see where the printing is going on, in what section of the CSO, and whether it's in black and white or colour, so we can look at load spread, and we can make informed decisions on whether to move devices or leave them in their present position."



Xerox also worked with the CSO to actively lower the agency's print volumes, achieving a greater than expected reduction of 33%. The 'follow you' feature alone lowered unwanted printing by 15%. After nine quarters of the contract, the average annual figures are 2.3 million black and white pages, down from an anticipated 3.9 million pages, and one million colour pages.

Document security has been greatly enhanced by the 'follow you' print capability, which ensures confidential printed material doesn't get left behind at devices. "At the CSO, confidentiality is of paramount importance. Now if I print a document I have to produce my office ID swipe card within 24 hours at any device in order to collect the print job. This security aspect guarantees the job is only printed when the staff member produces their card at the device of their choice," Connery says.

What's more, staff productivity has increased because of better print availability, and the internal IT team reduced its support burden thanks to the contract with Xerox. "Our users

are satisfied they have enough devices and downtime has been reduced dramatically, and internally, we've cut back on the amount of support and maintenance we had to do because the devices are now maintained by Xerox. We have traditionally spent a considerable amount of time fixing hardware which we didn't want to be doing due to the complexity and time consuming nature of this work. As a result of the new solution, the Service Desk team are now in a position to take on more challenging work that is core to our business. It's very positive from their point of view. Ultimately, we were trying to improve customer satisfaction in our printing function and the feedback has been extremely positive from day one," Connery says.

"From tendering through to project delivery, Xerox met and exceeded the brief. They were very supportive throughout the process and they delivered a cost-effective printing and scanning infrastructure that our staff are happy with, and that has eased our IT management overhead."

At a glance

Managed print services contract delivered by Xerox reduced in-house printers and scanners at the CSO from 68 to 25, with dedicated 24x7 remote support and proactive device monitoring for maintenance. A 'Follow you' feature lets users print at any CSO office via secure swipe card.

Cost savings:

- Reduced print volumes
- Full visibility of print activity
- Predictable and transparent costs
- Increased productivity and user satisfaction