

A sustainable print solution enabling mobility and flexibility



“Since the start of the contract, we have met our objective of taking control of our office output across a wide variety of QinetiQ sites. We now have a standard infrastructure and set of practices in place so that our staff can be assured of a quality service regardless of which of our locations they travel to. Not only have we taken control, we have supported our Corporate environmental goals of carbon footprint reduction, energy conservation and re-cycling, and in the most cost effective way.”

Lewis Doyle, Managing Director Shared Services, QinetiQ

Background

QinetiQ is a leading international defence and security technology company. It develops technology-based solutions, products and services for government and private-sector customers around the world. The company has significant intellectual capital and expertise in the fields of defence, security and energy & the environment, as well as in other commercial areas such as transport, aerospace, electronics, health, and human science.

The Challenge

QinetiQ has around 8,000 staff at around 80 sites in the UK, ranging from large, modern research facilities to small sites in remote locations. Until the end of 2006, the company was using around 5,000 printers, plus copiers and scanners.

These devices were bought and operated by individuals or small teams, so the business was supporting hundreds of different models, each with their own drivers and consumables. It was hard for QinetiQ to track costs, and slow and expensive for them to maintain and repair the devices. Few of the devices were networked, making it difficult for staff to work away from their own desks.

Michael Glendenning, Programme Co-ordinator for the CIO Group at QinetiQ, says a number of things came together to trigger a review of the company’s printing, copying and scanning requirements. “Mobility was fairly high up the list – it’s important to our staff to be able to print anywhere. Flexibility was essential, since we form and de-form

teams quickly as our business needs to evolve. Ease of use was important. And security – we obviously have to be careful that output isn’t seen by people who shouldn’t see it, whether the information is confidential personnel information or since we work in defence and security anything commercially or technically sensitive.”

In the face of these challenges QinetiQ and its IT outsourcing partner, considered a number of suppliers who could address these requirements.

The Solution

QinetiQ chose Xerox because it provided a one-stop shop for all its scanning, secure printing and copying needs. The other suppliers it considered were interested in addressing only parts of the solution.

The Xerox solution also provides considerable environmental benefits in providing large reductions in greenhouse emissions and reduced paper consumption

Xerox provided printers, copiers, scanners, and multifunctional devices (MFDs) that combine these functions, thereby reducing the amount of equipment that must be supported and maintained. Every employee is now within 10 metres of a black-and-white printer and within 30 metres of a colour one.

With shared devices, security and confidentiality had to be considered carefully. Xerox provided an option to delay printing until the person who sent the document is physically by the printer to collect it. Everyone

has a radio-frequency identification (RFID) tag: “For copying, scanning and releasing documents that are being securely printed, the RFID tag identifies who you are when you are stood at the machine,” explains Glendenning. Secure print jobs can be released from any printer, which is far more convenient for flexible workers.

Glendenning adds: “We also have a new smart scanning facility. It’s quite clever: when a document is scanned it goes through optical character recognition and a flag raised if certain content is found. This ensures that the appropriate security is being maintained and no-one is scanning something they shouldn’t be.”

Because they are networked, QinetiQ’s new devices can be monitored centrally, making maintenance, fault finding and cost analysis more efficient. Any problems are handled by the IT helpdesk, where Xerox staff work alongside Accenture to provide consistent and timely cover.

If business requirements change, Xerox Project Managers implement any consequent device changes, such as changing printer locations during office moves or adding devices with new required features.

The Results

Working closely with Accenture to benefit from the latter’s existing detailed understanding of QinetiQ’s local requirements, Xerox installed QinetiQ’s new networked devices at 40 sites over five months.

“Rollout went smoothly; the Xerox people were very good,” says Glendenning. “We have staff who are literally world experts in their fields and can have high expectations of suppliers, but even in this exacting environment Xerox has proved itself.”

Instead of 5,000 printers, QinetiQ now needs just 1,000. The situation is similar with scanners and copiers.

“We now have just seven or eight models instead of hundreds,” says Glendenning. “They are all configured in a standard way, monitored in the same way, and if you use any one of these devices you use it in the same way, boosting the business efficiency of mobile staff.”

He says the company was pleasantly surprised at the success of this standard setup. “We were expecting to have a lot more people saying they needed a specialised printer for their particular work, but the new facilities were generally well received.”

The Future

Now that QinetiQ has achieved its key requirements of mobility, flexibility, monitoring, usability, security and savings, the company will next be looking to make use of the extra information provided by the device monitoring features to gain further benefits.

“We are looking at where demand is changing and whether we need to reconfigure the devices,” says Glendenning. “Centralised monitoring also provides clear visibility of costs. We operate on the basis of a simple print cost – an amount per page. This will enable us to make cost comparisons across departments, improving accountability and encouraging future savings.”

Case Study Snapshot

The Challenge

- Business was supporting hundreds of different models of printer and copier
- Few devices were networked, impacting staff mobility and productivity
- Difficult to track costs and slow and expensive to maintain and repair devices

The Solution

- One-stop managed print service for scanning, secure printing and copying needs.
- Secure print jobs can be released from any printer
- Smart scanning using optical character recognition ensuring appropriate security maintained
- Central monitoring making maintenance, fault finding and cost analysis more efficient
- Help desk for consistent and timely cover

The Results

- Service rolled out to 40 sites in just 5 months
- Optimized fleet of 1,000 printers made up of 8 device types, all with a standard configuration delivering productivity gains
- Large reductions in greenhouse emissions and reduced paper consumption

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