

An Optimised Printing Environment for Man Group PLC.



Man Group PLC is a leading global provider of alternative investment products and solutions for private and institutional investors worldwide.

The Group employs 1,600 people in 13 countries, with key centres in London and Pfäffikon Switzerland and other offices in Chicago, Dubai, Hong Kong, Montevideo, Nassau, New York, Singapore, Sydney, Tokyo and Toronto.

Man Group wanted to make their printing more efficient, secure and environmentally friendly. Proposals were requested from several providers and Xenith was chosen for the project. Following a successful implementation in one of their locations, the decision was taken to roll out Xenith's Managed Print Service throughout Man Group's UK and USA offices.

"Xenith's implementation is very much living up to our expectations. I would recommend Xenith to other IT Directors"

- *Jake Fricker
(IT Support Manager, Man Group)*

The Challenge

Objectives for this project included reducing costs and Man's environmental impact, improving the productivity of the users and delivering a high level of uptime. Hassle-free management of the fleet for the IT Department on an on-going basis was imperative.

The security and confidentiality of documents which are printed, scanned and copied was a concern due to the private nature of Man Group's work. Additionally, scanning had to be quick, efficient and compatible with a wide variety of applications including programs developed in-house. Complexity in billing and invoicing needed to be reduced.

After the assessment, design and installation of the new infrastructure, it had to be monitored, managed and optimised on an on-going basis.

Challenges:

- Reduce overall direct cost of print
- Increase security around documents
- Convenient and compatible scanning
- Reduce personal printers without reducing access
- Reduce complexity and quantity of contracts.

The Solution

Consolidation and Standardisation: The number of devices in the company was reduced by placing A3 and A4 multifunctional printers in strategic locations to replace many older and less efficient personal printers. The new machines are the robust and feature-rich Xerox WorkCentre 7556 (A3) and Xerox Phaser 6505 (A4) multifunctional devices.

SafeCom: With SafeCom, users can collect their print job at any device by swiping their normal door entry card. This heightens security as the pages are only released from the printer when the card is used, addressing a common concern when personal printers are removed. The solution also prevents an accumulation of print jobs at the output tray which can ultimately get lost in a mass of uncollected prints and consequently wasted. In addition SafeCom reporting provides essential information on the print devices, the system, and the users or user groups. SafeCom reporting can even allow the allocation of costs down to department or even user level.

Scanning: NSi AutoStore was integrated into the solution. This allows the user to complete even complex scanning workflows in a single button press - sending documents to just the right place in Man's SharePoint site.

Transition: The transition to a new way of working, even one with as many benefits as this solution, can be a disruptive procedure if not executed correctly. This is why users were engaged in the process from the analysis stage through to the installation. As a result, a high level of user satisfaction was achieved and the business benefits were quickly realised.

Managed Print Service: Xenith's Managed Print Service ensures that the fleet is running in the most efficient manner possible. Our Xerox toolset including **Xerox Device Agent (XDA)** enable us to monitor the company's fleet remotely. We can proactively supply consumables when levels get low and fix any device problems, *before* they become a problem for users at Man Group. Our service for the company includes an on-site engineer who ensures that all print infrastructure runs smoothly.

Solution:

- SafeCom's followme printing
- Consolidation & Standardisation
- Robust and feature-rich Xerox 7556 & 6505's
- NSi AutoStore
- Managed Print Service with pro-active issue resolution.



"My service desk used to be bombarded all the time with calls about printers that had run out of ink or had broken down. Now I get no calls at all about the printers as they are all proactively maintained"

- Jake Fricker, IT Support manager, Man Group

The Results

Cost Reduction – The project resulted in cost reductions far above average. This can be partially attributed to streamlining of the fleet - the elimination of personal printers has resulted in lower maintenance and consumable costs. Economical new machines, lower total volume and lower wastage of pages printed due to SafeCom have also contributed to the total cost reduction.

Uninterrupted Printing – Our Managed Print Service, including remote monitoring of the infrastructure, an on-site engineer and robust new machines have almost eliminated downtime of copying, printing and scanning. The on-site engineer ensures that devices are always full of paper and toner so that users can access them when needed. On the rare occasion that issues do arise, they are fixed before they impact the business. This way users can get on with real business without having to worry about printing and Man Group's IT department can focus on more business-critical tasks.

Elimination of Complexity – Here at Xenith we believe in simplicity and transparency in everything we do. Man Group's **employees** experience this in the form of a simple user experience, and easy scanning via the large colour touch-screen. **IT staff** experience simplicity with the Xerox Universal Print Driver - a single print driver for all devices. The **finance department** experiences this when we send them a **single itemised invoice** for all their printing requirements, instead of many different invoices for various devices and consumables from different suppliers.

Stable, Scalable, Resilient – All new hardware and software have successfully been integrated with existing systems within the company, including the implementation of NSi AutoStore for scanning and SafeCom's follow me printing system. Document security is tight as print jobs are only released when users swipe their cards. Devices have been chosen for their high end security features.

Consistent Solution Across Offices – The hardware and solutions are consistent across all offices, enabling easy management of the devices for IT Staff as well as simplicity of use for employees. All devices and print drivers are consistent, meaning they are able to print without further training or IT intervention regardless of where they are.

Results:

- Cost reduction
- Uninterrupted printing
- Single itemised invoice for simplicity and transparency
- Elimination of complexity
- Consistent user experience
- Stable, scalable, resilient & secure

About Xenith

Xenith Document Systems are experts at cutting the cost of producing documents by understanding your business and recommending the right product, solution or service for the office and production environment.

Based in London since 1978, we engineered one of the first pan-European Managed Print Services and have been officially awarded Xerox's 'Managed Print Services Partner of the Year' in 2012 on the basis of our project delivery and personal service.

So whether you are looking to acquire a small printer or improve uptime and reduce the carbon footprint across your enterprise, we can help you achieve your goals.

Xenith's services are delivered locally and supported globally by Xerox's expertise and toolset.



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document systems

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Managed Print Services
Partner of the Year 2012 & 2013

This leaflet has been printed in-house on the Xerox 700i/ 770 Digital Colour Press, a true production capable printer that makes production colour printing easy, affordable and professional.



Printed on environmentally friendly stock on an energy efficient machine. Ask us how you can reduce or neutralise the impact of your printing on the environment.