

Cutting costs while saving time at a Top 10 UK Law Firm

Xenith was invited to a benchmarking exercise undertaken by a Top 10 UK Law Firm that was looking to compare their efficiency to firms of a similar size in order to pursue best practise and gain competitive advantage.

The benchmarking exercise conducted by Xenith revealed the scope for cost efficiency and reduction of environmental impact, both important objectives for the firm. Further analysis was conducted by our Business Analysts to gain a full understanding of the working environment, current processes and user requirements in both the printroom and office floors - after which a print policy and solution was designed and implemented.

At first the London and Bristol offices were optimised, but as the results of the project became clear the solution was rolled out across their remaining locations in the UK.

The Challenge

Cost reduction: Benchmarking revealed that the firm had too many devices per person - resulting in a high cost of consumables, maintenance, and time taken to manage the devices. Conversely, the number of pages printed on each device per day was very low, indicating that machines were not being utilised to their fullest extent.

Similarly, the benchmarking revealed that the number of employees working in the printroom could be reduced, at the same time increasing the number of pages printed, with the right workflow and equipment.

Cost savings through consolidation and optimisation were essential goals. This had to be achieved without compromising device availability, accessibility and document security.

Speed and time: Xenith uncovered many opportunities to save time for users and improve the processes related to document production. Employees spent lots of time hole-punching large amounts of paper before filing. In addition, scanning into various applications was a

The Challenge:

- Cost reduction
- Improvements in speed and time related to document processes.
- Carbon footprint reduction
- Document security

cumbersome process. Similarly copying involved many button presses. Users complained that existing machines took a long time to 'warm-up' from sleep mode.

Another major consideration was to reduce the amount of wasted print and total **carbon footprint** of the organisation. **Security** around documents was also important.

Solution

Xenith optimised the document infrastructure for the office floors and printroom. Firstly, the number of *users per device* were increased from 3.75 to 11 and the number of *pages per device per day* increased from 297 to 838. Thus there are now fewer devices than before, but they are better utilised. The older printers were replaced with robust Multi-functional Devices capable of printing high volumes very quickly. In addition, a follow me solution ensured that device availability actually improved, despite a reduction in the number of devices.

Each floor now has a robust 95 page per minute device (Xerox D95) a device capable of great quality colour (Xerox WorkCentre 7556), and a smaller device (Xerox Phaser 4600) for low volume jobs where convenient.

Although all printers are capable of printing in full colour, they are set to print on both sides of the page in black and white, unless otherwise specified by the user. This reduces the carbon footprint and cost.

In order to ensure availability of the printer when it is needed all the new devices are on a **follow me** system, fully integrated with the firm's existing cost recovery solution. Users can now go to release their document at a printer of their choice in any of their offices in the UK.

A '**Docu-care Expert**' from Xerox is permanently on site, and handles the first level of support required by users. He ensures that all printers are filled with consumables and running smoothly.

The **printroom** was optimised as well. The number of operators were reduced from 14 to 8. This may seem dramatic, but is in line with the industry standard for the amount of volume produced. To ensure a high level of productivity, the layout of the room was optimised to reflect the workflow. Cross-functionality was ensured on all devices and all 8 staff

The Solution:

- Device optimisation
- Follow me solution
- Robust, fast machines
- Great finishing options in the office and printroom
- Optimised workflow in the office and printroom
- A new print policy which includes default settings to reduce cost and resource consumed
- Xerox DocuCare Professional on site

members were trained to carry out a diverse range of jobs in case of contingency. Finishing capabilities and turn-around times were improved by adding on-line booklet makers and all devices are colour calibrated for consistency.

"I asked the print-room if they could do an urgent job last night – I took it down at 4:50pm and needed it by 5pm. The operator didn't even flinch. He got it done for me by 4:58pm, all with a smile on his face"

Results

Cost reduction: A saving of £500,000 per year will be made due to the implementation of the solution. This can be attributed to a number of factors including a competitive cost per page, power efficient devices, reduced number of print-room operators, and reduced wastage due to the follow me solution. As employees release their print jobs at the device with their swipe cards, uncollected/unwanted jobs simply do not get printed. This also eliminates piles of uncollected print from building up at the output tray and eventually being thrown away.

Speed and time: The online hole-puncher and other finishing capabilities on the new office devices have made tiresome jobs quick and easy. The time taken to scan documents has also been reduced as only two buttons have to be pressed at the device instead of many.

Users are delighted with the robust new devices as they are quick to wake-up from the power saving mode and because downtime has been dramatically reduced. In the rare event that a device does need maintenance, the users can now easily walk up to another device and release their print job from there instead. The Xerox DocuCare Expert ensures that devices are filled with consumables at all times for uninterrupted and hassle free use.

Efficiencies in the printroom have enabled the operators to do much more work with far less staff, so that tight deadlines can be met – the firm estimates that 150 hours per month are saved in the London printroom.

Reduction in Carbon Footprint: All the Xerox Devices implemented have been designed to use minimal resource, right from the amount of power they consume to environmentally friendly EA Toner. The Xerox recycling program collects spent toner cartridges.

Results:

- Potential savings of £500,000 per year which are on track.
- 150 man hours per month reduced in the printroom
- Faster document related processes
- Reduced downtime and increased availability for uninterrupted use
- Carbon footprint reduction
- Improved document security

Document security: The follow me solution only prints your job when you present your card at the device. This ensures that only you see the documents you wish to print. Additionally, the devices implemented within the offices and printroom have the highest security specifications including hard disc encryption, image overwrite, network authentication and more.

The employees and management of the firm are both enjoying the results of the project as working with documents is now easier, quicker and cheaper. Following the outstanding results in the UK, the new way of printing is now being rolled out across Europe. As we like to say here at Xenith, change is good.

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' for two years running.

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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