Saving £535,901 pa for IQVIA with a Pan-European Managed Print Service

IQVIA, formerly known as IMS Health, is a leading provider of market intelligence and plays a central role in advancing global healthcare.

The company wanted to drive efficiencies in every area of their business, including their printing and document infrastructure. However, a large fleet of many different device types and the lack of a central printing strategy were proving to be a barrier to that goal.

The Challenge

Xenith worked with IQVIA to identify how they could reduce the cost and the environmental impact of their high volume document production, while increasing productivity for employees at the same time.

Print confidentiality was a big concern due to the company's commitment to protecting the privacy of the data that they analyse and distribute. Additionally, a standard print policy across offices in Europe was a key goal, as was the reduction of dependence on in-house IT resources to support the document infrastructure.

In the first stage of the project Xenith performed an Office Document Assessment. This was a multi-phase evaluation of print workflow and practices for each office, including empirical data of current print volumes and asset lists alongside documented user requirements gained from focus groups.

This led to the design of the pan-European print strategy, followed by implementation, and finally continual management and optimisation of the fleet.

Challenges:

- Increasing device availability and functionality.
- Standardisation of systems across all offices to facilitate printing for travelling users and ease of maintenance.
- Apply security to every print and scan job.
- Reduce printer related calls to the helpdesk
- Eliminate wasteful printing
- Reduce the energy consumption
- Reduce the overall cost of document production

The Solution

Print volume was migrated from a wasteful and uncontrolled network of numerous desktop printers to fewer, more energy efficient Xerox Multifunctional Devices. Despite the reduction in the number of printers, access to the machines was not reduced due to a follow-me solution, as users walk to their machine of choice and 'pull' their print from the print queue with a touch-card. Print-jobs which are no longer required can be deleted from the queue at the machine and documents no longer get lost and then abandoned on the output tray. Consequently wastage of paper is greatly reduced. Higher document security was established as print jobs are only released when a user authenticates via card at their choice of printing device.

Standardisation was achieved via two print queues in the business for all users, using a single Xerox Universal Printer Driver. Print procurement processes and print controls were improved with Safecom Reporting and all Xerox MFD's are proactively measured using Xerox CentreWare Web.

Scanning solutions were made available to all users in order to facilitate collaboration between sites and reduce physical storage space.

Managed Print Services were implemented in order to monitor and maintain the environment, replace consumables before they run out, and fix problems before they impact employees.

Solution:

- Streamline the fleet without affecting device availability
- SafeCom's follow me solution
- Only two print queues in the business for all users, using a single Xerox Universal Printer Driver.
- Improved print procurement processes with Safecom Reporting.
- Monitoring of Xerox MFD's proactively using Xerox CentreWare Web.
- Scanning directly to MS Office

The Results

Utilising a fleet of Xerox Multifunctional Devices and Software Solutions on a fully Managed Print Service (MPS), Xenith have reduced energy consumption by 45% and annual paper usage by 8 million pages, resulting in a total saving of £535,901p.a. – 52% of their original printing cost.

Of course, the savings mentioned above would mean nothing without increases in overall productivity. Printer related calls to the Help Desk used to be 12% of the total call volume – they have now been reduced to 1% due to the migration from many desktop printers to fewer, more robust, high capacity machines. The service includes proactive break-fix as well as the continual monitoring and optimisation of the fleet. This

"We simply took control of our printing environment. Not only are we saving money, but our users are very happy with reliable printing and new functionalities such as scanning and Pull-Print. Our help-desk used to get 20 printer-related support calls every week in the UK alone. Now we may get one every month."

- Paul Paz, European Desktop Manager at IQVIA

allows employees to access their print when they need it, enabling them to focus on their core business. In-house IT resources can also focus on more important tasks.

Document storage was made easier by scanning to searchable PDF, Word
and Excel and travelling users can print at any site without having to involve support services and release their documents securely at any device.

The transition to Managed Print Services was first tested at the London office, and then carried out on an office-by-office basis across 11 sites in the EMEA region. Further savings are expected as the solution is rolled out globally.
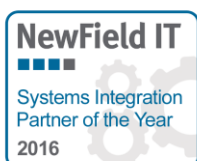
Xenith are currently installing a mobile print solution to provide added functionality to mobile users, support iPad usage and encourage a reduction in printed content.
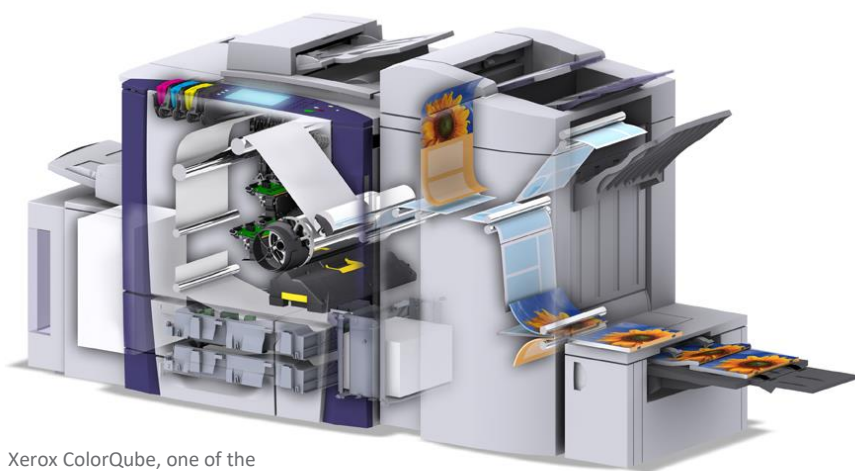
Xerox ColorQube, one of the
machines used within the solution

Result:

- Total saving of £535,901 p.a. – 52% of their original printing cost
- Reduced energy consumption by 45%
- Reduced paper usage by 8 million pages annually
- Printer related calls to the Help Desk reduced to 1% of the call volume
- Higher security
- Easier document scanning and storage
- Increased floor space
- Standardisation so travelling users can access prints anywhere.
- Provided visibility & control of printing to management.