

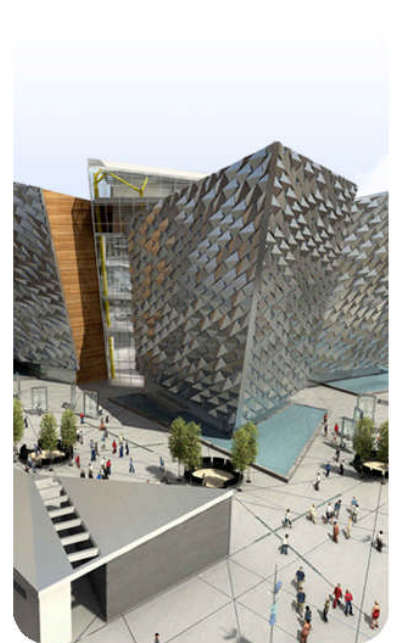
Finding & implementing efficiencies for Sweett Group



Sweett Group is renowned for its global property and infrastructure services. They employ over 1,400 staff across their network of 50 offices around the world and have helped bring to life some truly iconic buildings.

Their acquisition of another UK company resulted in the inheritance of some mixed-brand printing equipment and new requirements. In order to eliminate complexity and cut costs, the group wanted a single supplier for all their document needs in their UK offices.

Xenith Document Systems had been supplying the group with equipment for over twenty years. When we were told of the company's new objectives, we discovered the scope for efficiency through a detailed print assessment covering the environment, the users and the processes currently in place.



Objectives

The assessment revealed scope for cost efficiency through standardisation and optimisation of the infrastructure. A distinct need for colour printing and better functionality was identified along with the need to cut costs at the same time.

Xenith discovered that the print room was running over capacity to produce jobs which could have been printed on the office floors. In turn, customer-facing documents were being outsourced, thus increasing costs and turnaround times for the marketing department.

Existing contracts and invoicing related to printing, archiving, consumables and service were complicated and the need for transparency and simplicity was identified. Environmental concerns and user experience were important considerations for the Company.

Challenges:

- Cost savings
- More colour printing
- More features and functionality
- Standardised user experience
- Optimisation of the print room
- Environmental concerns
- Transparency and simplicity in billing

Solution

Xenith took on the management of all existing document-related infrastructure and services as well as designing a new print policy for the company. We implemented Xerox's 'Solid Ink' technology across all offices in the UK, along with SafeCom's pull-printing solution in the London office. The print room was also optimised. The solution has several advantages:

Three tier billing system: The Xerox ColorQubes are uniquely positioned to charge a cost-per-page which is dependent on the amount of colour used on the page. Documents with small amounts of colour are charged at the same rate as a black and white page. This includes colour highlighting on documents as well as graphs, charts and even logos and letterheads.

Better finishing equipment in the print room: The print room was re-equipped with state of the art Xerox Colour 560's with a booklet maker for neat customer facing documents and a quick-turn around time.

SafeCom follow me printing: A follow me solution was also put into place, allowing users to walk to their machine of choice and release their print from their personal print queue with a touch-card. This enhances security and ease of use while reducing wastage.

Optimised print environment: The solutions were put into place after careful consideration of the culture and processes prevalent in the organisation. The integrated service includes remote monitoring, proactive break/fix and consumable ordering for all equipment. Service delivery is now managed locally from Xenith's own helpdesk based in Central London. Our dedicated team pride themselves on delivering the same personal and professional service that has always benefited our clients. Supported by Xerox's national infrastructure, we can ensure that the highest levels of customer satisfaction are maintained for all Sweett Group's offices at all times.

Single Invoice: Xenith Document Systems take care of all document related services for Sweett Group and present a single invoice to the consumer that includes consumables, service and maintenance, archiving and software solutions.

Results

Cost savings: Sweett Group has recognised an overall saving of 25% on their document infrastructure. This is attributed to the combined savings

Solutions:

- Bespoke Managed Print Service
- Xerox Solid Ink multi-functional devices
- Three tier billing system for colour
- Better finishing equipment in print room
- SafeCom
- Optimised printing environment
- Single itemised invoice

"Xenith and Xerox have a good offering and deliver good service, they go above and beyond what other companies offer in the marketplace"

- *Mike Plank, Head of Facilities, Sweett Group.*

provided by the three tier billing for colour documents, the saved paper and electricity costs provided by SafeCom and the fact that outsourced marketing print jobs have now been brought in house.

The company now prints in colour for the price of black and white.

Letterheads are no longer pre-printed, but are printed along with their documents. This also provides scope for personalisation of letterheads.

Aside from this saving on direct print costs, there are also other incalculable soft costs which have been reduced in terms of time saved for all employees and reduced need for storage of pre-printed materials.

Standardised experience across offices: As all printers and multifunctional devices are consistent across the organisation, the user's experience of printing remains the same across all offices.

Enhanced corporate image: The Company now prints much more in colour than before. In addition customer facing documents and marketing materials are printed in-house instead of being outsourced. This has provided the option to personalise printed collateral, faster turn-around times and more control over what is printed.

Eco friendliness due to ColorQube and SafeCom: The Xerox ColorQubes produce 90% less waste than traditional printers as the 'solid ink' comes with minimal packaging and is fully bio-degradable. There are no empty toner cartridges and very minimal cardboard packaging to recycle. In addition, the Safe-com 'pull-print' solution prevents wasted prints from piling up on the output tray. Sweett Goup have also saved on power usage and reduced the overall carbon footprint by reducing the volume of documents printed.

Reduced the hassle of managing the fleet: Xenith Document Systems serve as one point of contact for all of Sweett Group's document requirements – from consumables to document archiving. This ensures they receive prompt, personal and professional service.

Xenith also presents a single itemised invoice for all services rendered, so costs can be identified clearly. This ensures simplicity and transparency.

All in all, Sweett Group are delighted with the scope for efficiencies identified by Xenith's assessment, as well as the measures put into place to implement them. In addition, the new functionality and time saved have been much appreciated by users and management alike.

Results:

- Cost savings of 25%
- Standardised user experience
- Colour printing & enhanced corporate image
- Reduced carbon footprint
- Significantly reduced the hassle of managing the fleet

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' twice in a row 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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This leaflet has been printed in-house on the Xerox 700i/770 Digital Colour Press, the first 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.