

Quick & easy digital archiving for CACHE

CACHE stands for the Council for Awards in Care, Health and Education. They are the leading specialist awarding organisation for the Care and Education sectors, known for the high quality of their vocational qualifications.

CACHE were seeking a supplier with the capability of working successfully to provide a comprehensive in-house printing/copying/scanning service for their St Albans-based head office. CACHE used a mixture of five leased Xerox multifunctional devices (MFDs) and thirty one owned HP desktop laser printers.

The main objective was to provide an improved, more robust in-house printing service which combined innovation and a simplified model of management. The company also wanted to switch from keeping paper records to a digital archiving system – as smoothly and easily as possible.

The management of the company also realised the potential for cost savings and process improvements through an optimised fleet with a Managed Print Service. The management team at CACHE came across Xenith's website and Xenith were invited to tender.

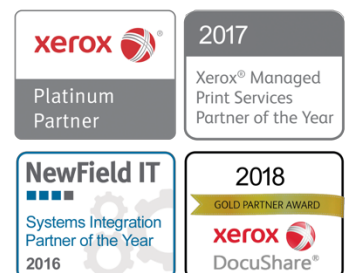
The Challenge

1. To provide the capability to print a large quantity of certificates – on heavy stock and with high quality.
2. To provide the ability to scan more documents in order to move from paper-based archiving to digital archiving.
3. Possibility of integration with other business software such as CRM (MS Dynamics) and SharePoint;
4. To provide more colour availability for office printing, while retaining control of which departments or individuals can print in colour.
5. To provide the high level of up-time required due to the nature of the business, especially during peak season.
6. To reduce the volume of office printing and eliminate wasted print.
7. To increase the overall user-friendliness of the document infrastructure.
8. To reduce the hassle of managing the document infrastructure.
9. To eliminate the hassle of having to order and store consumables.
10. To have complete visibility of print volumes and costs.
11. To improve the overall productivity of workers in the office.



Xenith have created a robust and reliable solution that virtually manages itself, allowing us to deliver environmental and cost benefits without compromising on quality.

- Lyn Alway, Facilities Team Manager, CACHE.



Awarded Xerox Managed Print Services Partner of the Year - 7 years in a row

The Solution

The print management system has reduced the volume of print by eliminating wastage – many documents sent to the print queue are not released by the worker, who might have made further changes to his or her document. They can now release only the documents they need, and delete the unwanted jobs from the queue.

All the software and hardware has been fine-tuned for efficiency and ease of use, and will continually be optimised by Xenith's staff on an ongoing basis.

Additionally, complete control of volumes and costs has been given back to the management of the company. As there was an inability to accurately measure volumes and uptime before Xenith's solution was put into place, it is difficult to quantify the time and money saved by the project. However, CACHE tells us that there is a world of a difference.

The Future:

The successful implementation of the project has resulted in a discussion around optimising all information-based processes. For example, we can provide CACHE with a solution that automates and simplifies the process of extracting specific fields from invoices, expense sheets, and other documents, automatically placing them in the relevant fields in their CMS / CRM systems.

We are also exploring the possibility of increasing mobility by giving CACHE employees the ability to send data directly into their back-office systems from smartphones, including forms for accurate information gathering.

CACHE's infrastructure is now 'future-proof' and can grow along with the needs and size of the organisation in days to come – and Xenith will always be there to help it do just that.



About Xenith

Xenith Document Systems help clients achieve their business goals by delivering innovative document solutions & services that make them more efficient & effective.

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 four years running.

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



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