



**Document Efficiency
At Work.®**

A RICOH COMPANY



C u s t o m e r P R O F I L E

Newcastle Building Society

IKON's Managed Print Service reduces costs, improves efficiencies and helps to lower Newcastle Building Society's environmental impact

At a glance:

Customer

- Newcastle Building Society
- Banking

Challenge

- Reduce absolute costs of print
- Streamline office environment and workflow
- Increase quality of print infrastructure and reduce reliance on IT

Solution

- Integrated Managed Print Service
- Mixed fleet of hardware including Ricoh single and multifunctional devices
- Equitrac and IKON Virtual Engineer print management software

Result

- In excess of 50% cost reduction in both colour and black & white cost per page
- Greater control of print and ability to cross charge work
- Increased security and reduced environmental impact



Customer

Newcastle Building Society (NBS) is one of the leading and strongest mutual building societies in the UK with assets under management in excess of £4.5 billion. As a mutual organisation their profits are invested back into the business and not paid out in the form of dividends to a limited number of shareholders.

Challenge

NBS have more branches than any other building society in the North East. With a Head Office and a call centre operation in Tyneside, they also have 35 branches across the North of England and one in Gibraltar. The task of controlling printer and photocopier usage was therefore a major challenge.

Like many organisations NBS had the age-old structure of print and photocopying resources under separate agreements between the IT and Facilities departments. This meant that over the years they acquired multiple devices, brands and consumables from many suppliers, all supported by traditional break/fix contracts. The cost of supporting this environment was getting increasingly high, both in financial spend and key staff resources.

Simon Gent, IT Support Services Manager, says: *"The mixed fleet and lack of control resulted in many problems getting logged with the IT Service Desk. The IT services team were dealing with the symptoms rather than tackling the root cause of the problems, so we definitely needed a more strategic approach to our print and scan environment."*

This came at a time when the business – and the wider banking community - was under pressure to manage increasing document workflow. For example, British banks have introduced strict regulations about opening bank accounts with customers now needing to supply multiple documents for identification purposes. All this information needs to be captured, processed, stored and managed by financial institutions in order to comply with security procedures.

It is not just compliance that is a burden for banks and building societies either. They face the same commercial pressures as any other business, with an increasing emphasis on colour print for customer correspondence and management information. *"We needed a solution that would give first our Head Office, and ultimately our branches, access to fast, reliable and cost effective colour printing"*, explained Gent.

Solution

Ricoh company IKON introduced a Managed Print Service (MPS) – streamlining all print and photocopying services and fully integrating them into the building society's existing IT network. The progressive solution all started with a thorough print audit to provide NBS with knowledge of exactly what devices they had, their operating costs and usage trends.

From this base of understanding IKON used its experience and expertise to right-size the print environment to a mix of single function and multifunctional devices. A total of 37 Ricoh MFD's and over 48 desktop printers now serve the print, fax and scanning needs of more than 900 head office staff. Every hardware device is networked and centrally controlled by the IT services team, with Equitrac automatically routing print to the most cost effective device and IKON Virtual Engineer (IVE) proactively monitoring the whole estate to maximise uptime and efficiency.

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MFD access is controlled by proximity card with users required to enter a PIN number for added security and accountability. FollowMe printing and Secure Release gives staff further functionality to print their documents off any device they choose, when they choose. This even extends across sites, so someone could send a print job from their desk in the Portland Street Head Office in Newcastle Upon Tyne and pick it up at a later time or date in the new Cobalt Business Park location in North Tyneside.

“What IKON and NBS are essentially doing with this MPS solution is streamlining the way people manage, print and distribute documents across the business”, said Gent. *“The combination of Equitrac and IVE provides us with management information on all activity, including volumes and print costs by authorised user. This in turn enables NBS to cross charge for third party businesses including numerous other UK finance institutions that use our services.”*

Result

The entire print infrastructure is provided and supported by IKON under one consolidated managed print service agreement. The result of successfully managing the print infrastructure in this way include substantial and rapid cost savings as well as helping to reduce the environmental impact of the business.

It is estimated that there has been in excess of 50% cost reduction in both colour and black & white cost per page. This is achieved through the ‘cost ratio’ of channelling print to the most cost effective device and the ‘people ratio’ of increasing the numbers of staff per printer, thus achieving greater business efficiency. NBS also has accurate management information and high visibility of IT assets, which helps to ensure quality as well as continuous improvement across the estate. For example, with such improved visibility NBS have been able to seize on opportunities to improve non intervention printing from host mainframe systems. They have also been able to leverage scanning capabilities by restructuring workflows and eliminate wastage.

Gent concludes: *“IT’s role is to be a facilitator to the business not an enforcer of policy, but the new way of working has gone down well with staff straight away. I think they can see that with fewer devices and alternatives to print like scan-to-email, we are improving our way of working and doing our bit for the environment.”*

Indeed, IKON has even implemented a toner return initiative where they take back old cartridges for remanufacture or safe disposal, before making a donation to ‘Brave Hearts of the North East’ – a local charity that recognises and rewards the bravery of children in the area.