



**Document Efficiency
At Work.®**

A RICOH COMPANY



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

Emap plc

IKON provides EMAP with new technologies to streamline processes, reduce costs and maximise floor space

At a glance:

Challenge

- 326 individual desktop printers, scanners and fax machines taking up valuable and expensive London office space
- Inflated costs due to consumable hungry desktop devices
- Poor monitoring of document related costs

Solution

- 40 MFD's freeing up office space
- Equitrac provides a document accounting and cost management solution
- Secure document release provides additional security

Result

- Estimated savings of approximately £250,000 over a three year period
- Solution well received by both management and employees
- Reduced carbon footprint
- Implementation of the IKON solution in a second Emap office

The Customer Profile

Emap Plc is a brand-led, multiplatform media group with a portfolio of over 200 brands, which inform, entertain and connect communities. They have 50 lifestyle and specialist consumer magazines, 42 local and eight national commercial radio stations, seven digital TV channels and organise over 400 B2B events internationally. They enjoy strong positions in many markets and have exceptional teams who are driven by their passion and creativity.

The Customer Challenge

For the last 10 years Emap have held an account with IKON. Recently Emap undertook the biggest relocation project in their history, moving approximately 1,300 staff members from five separate offices into one office in Camden. This relocation project involved the integration of different departments within the company and a change in the way the company functions.

It was decided that as part of this restructure, a review of Emap's printing and copying facilities was required and consideration given to upgrading its technology and streamlining its document production environment. They wanted to reduce the overall costs of producing documents, leverage MFD technology to improve employee efficiency and reduce the space occupied by desktop printers and fax machines.

The IKON Solution

As a long-term provider of document management equipment and solutions to Emap, IKON approached them during their consideration of a number of providers. IKON proposed replacing their 326 desktop black & white and colour printers and fax machines with a substantially smaller number of multifunctional devices (MFD's), as

well as implementing the Equitrac software to control print volumes and provide secure document release.

Once Emap agreed to implement a trial solution, IKON, together with the Emap IT team, worked tirelessly to test the Equitrac solution with Emap's mix of Mac and PC platforms. Following the results of the pilot Emap decided to proceed with the full implementation, which was completed using a customised implementation process that occurred over the following 4 months

Today there are 40 MFD's in Emap's headquarters, 30 black & white Ricoh and 10 colour Canon devices. Consequently Emap has dramatically reduced the amount of space needed for desktop equipment, making the space available for more productive use. Furthermore, using Equitrac, IKON was able to provide Emap with the means to measure the true expense of document output across the organisation and manage document activities with unprecedented control. Initial monitoring of the solution showed that over a three week period, one machine using the Equitrac software had automatically deleted 7,000 pages that were printed but never collected, reducing consumable waste and consequently costs. Moreover the secure document release provides additional security, making communal MFD's more secure than the previously used desktop printers.





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IKON's solution provides an integrated and best practice approach.

By blending Consultancy Services, Hardware and Software Enablers, IKON has deployed an end-to-end document strategy allowing EMAP to manage documentation effectively.

In addition, a reduction in consumable waste minimises the negative impact on the environment. As the environment forms a critical part of Emap's organisational strategy IKON was able to satisfy both their financial and environmental objectives. Moving print volumes away from small, consumable-hungry desktop printers to larger and more efficient MFD's dramatically reduces their environmental footprint.

The Final Result

It is estimated that the IKON solution will save Emap approximately £250,000 over a 3-year period.

One of the greatest challenges during IKON's installation of the new document management solution was to build staff confidence in the new system. Training and support

was of paramount importance as the company could not afford any "down time". Leveraging IKON's management and training expertise, employees were provided with extensive systems training, walked through the new procedures and received comprehensive on-site support. As a result the implementation has been well received by both the employees and management, so much so that the solution is currently being put into operation in other Emap offices in the UK, which is due for completion in January 2009. According to Paula Tsung, UK Head of Facilities "The project was delivered efficiently and the support we had from the account manager and IKON staff was excellent"

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