

# Case Study Archant



**Client:**  
Archant

**Technology:**  
Managed Print Services

**Category:**  
Media

## Archant's partnership with Dataquest

With a large printer estate of over 250 printers across 43 offices, Archant knew their internal print needs were high, as were their costs. They embarked on a tender process to evaluate what savings could be made and better understand the performance of their incumbent Managed Print Supplier. CCE won the tender by demonstrating how their market leading Managed Print Services for publishers could save money. With 25 years IT expertise across the full range of IT services including Private Cloud infrastructure, networking and Service Desk capabilities, the client saw how CCE's overall expertise could add further value.

## Brief

As soon as the contract was awarded, both CCE and Archant created a structured team to manage the implementation of the project. The six strong team then embarked on a thorough Print Audit. This identified:

- All print assets at 43 locations ranging from mono to full multifunctional printers.
- Existing print usage patterns and practices
- What was required both now and in the future

From the audit, a strategy was devised to reduce the printer estate, change day to day practices and improve operations and business efficiency. Service Level Agreements were put in place to manage the new look printer estate and print management software configured to give greater insight into print volumes and practices.

## Implementation

Working to the carefully structured plan, CCE worked closely with Archant to roll out the new printer estate and associated systems across all 43 offices. After identifying what type of printers were required at each location many machines were changed. Careful consideration was given to cost but also to operations, so that Archant had a more efficient distribution system. Being vendor neutral, CCE recommended the right manufacturer for each requirement

- Nearly 40% of printers were removed, saving on expenditure and maintenance.
- All devices were standardised to print in grayscale and duplex
- Non-standard print jobs were controlled by Print Management software with permissions based printing

## Results

After implementing the carefully laid out plan, a whole raft of benefits followed:

- The printer fleet increased in efficiency but was reduced from over 250 printers to 125
- Distribution systems were streamlined with automated palletised printing
- Printers were working harder and printing was cheaper – in one example an A2 Kyocera printer has printed over 1.2 million copies
- Lower print, lower maintenance and lower consumables costs
- Improved workflow
- Print software now reporting on management and usage, giving further insights into print 'culture', enabling further cost saving decisions

## Let Archant do the talking

"Overall the service is really, really good. Whenever we call someone out it's usually done in 24hrs. Toners are delivered automatically. We still need to order consumables, but we get plenty of warning of when to buy. CCE's Account Management team is also very good and the service desk is very responsive, responding within the SLAs. CCE also helped us to look at other opportunities such as moving older printers to sites where the print volumes are lower." Archant.



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