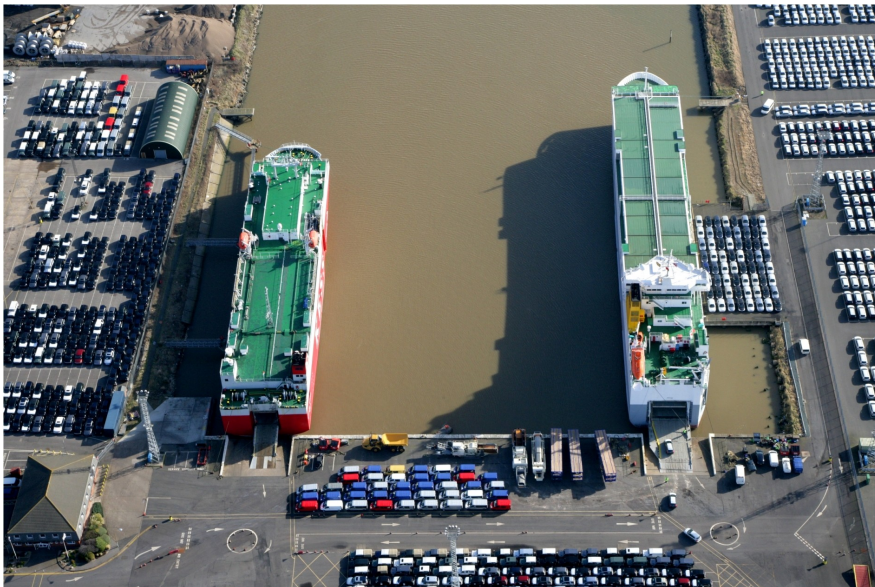




CASE STUDY

ABP



STANDARDISING THE PRINTER AND MFP FLEET

Over time, ABP had acquired a very diverse fleet of printers and multifunctionals. There was no standardisation on a particular brand or model which, in turn, meant a huge range of consumables was being purchased. This limited the company's ability to reduce document production costs.

After an exhaustive analysis of the company's operations around the country, ITQ was able to establish ABP's true document costs and propose an improved document strategy.

Printing was standardised onto just 3 different device types across the country and consumables purchasing was rationalised. Most desktop printers were phased out in favour of shared multifunctionals with more advanced features and much lower running costs. This policy shift saw the removal of 40 devices in the Southampton HQ alone.

The new strategy led to a 30% reduction in document production costs.

ABP FACTFILE

Associated British Ports owns and operates 21 ports, handling approximately 25% of the country's seaborne trade.

Its ports and associated businesses form a UK-wide network capable of handling every conceivable type of cargo.

LOCATION

Southampton & nationwide

BUSINESS SECTOR

Transport

SIZE

2,000 staff

CHALLENGES

Diverse, unmanaged fleet of printers and multifunctionals

No contract standardisation

Concern over waste in printing and its environmental impact

“ ITQ's rationalisation of our printer and MFP fleet saved a staggering amount of money and made everybody's life so much simpler. ”

Adam Boocock
IT Manager, ABP

IMPROVED PRINT MANAGEMENT

To reduce the level of waste in ABP's print operations, ITQ deployed a Print Control Solution that released documents to staff members at any device once they had identified themselves with their existing door entry ID card.

This prevented duplicate documentation being produced, gave the company a level of accountability and control that had not been possible previously and reduced the IT overhead that had been associated with managing the old fleet.

EFFECTIVE DOCUMENT STORAGE

Like many other logistics companies, ABP's operations generate a huge volume of paperwork. Storing this in filing cabinets was both expensive and ineffective - retrieving information was slow and laborious.

ITQ's solution was to implement a standardised scanning system that allowed staff around the country to store documents electronically in a central folder structure. By using searchable PDF as a common file format, staff could also retrieve information rapidly and conveniently.

STREAMLINING CONTRACTS

A side-effect of ABP's diverse range of printers and multifunctionals was an equally diverse range of service contracts and payment plans.

ITQ simplified the financial and contractual management of ABP's document systems by introducing a standard service agreement for all devices with no contracted minimums for term or volume.

“ Storing documents electronically was a revelation. Recall is easy and our costs have plummeted. ”

Adam Boocock
IT Manager, ABP

FOR MORE INFORMATION

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ABOUT ITQ

ITQ is a forward thinking and dynamic company providing high level support and exceptional levels of service. Established in 1991, we have evolved into a premier print solutions provider.

In 2011 our development and strength was recognised in the marketplace when we were selected to supply the BBC with one of largest and most prestigious print management contracts awarded in the UK.