



# CASE STUDY

## IOP PUBLISHING



Four factors have combined to build the strong commercial relationship that exists between ITQ and IOP Publishing.

### DELIVERING VALUE

The first is common to all ITQ customers: value. By adopting ITQ's MFP-based print infrastructure, IOP Publishing has shed numerous costly printers and reduced costs by over £8,000 per annum.

### COMBINING VALUE WITH SERVICE

The second factor is service, an easy quality to claim but one which ITQ has proved beyond doubt. In 2011, for example, IOP Publishing moved offices and had to relocate its entire operation over a single weekend. The carefully planned schedule was wrecked when IOP's servers refused to restart, preventing the installation of ITQ's SafeCom print management suite.

Despite extreme time pressure ITQ worked with IOP throughout the weekend to complete its installation and test programme. Staff arriving at the new offices were able to start work as normal, unaware of the weekend's drama.

### IOP PUBLISHING FACTFILE

Institute of Physics (IOP) Publishing distributes over 70 journals and magazines to its membership of 40,000 physicists. Content is produced by its own authors and other respected research organisations. In 2011 it published over 30,000 articles generating 22 million downloads.

#### LOCATION

Bristol

#### BUSINESS SECTOR

Publishing

#### SIZE

200 staff; £38 million turnover.

#### CHALLENGES

Expensive printing through a large fleet of desktop printers.

Search for a flexible supplier able to meet unusual schedules.

Need for compatibility with existing ID systems.

**£8,000 p.a.**

*Estimated annual savings from switching most printing from desktop printers to ITQ's shared multifunctionals.*

## ATTENTION TO DETAIL

ITQ's attention to detail further strengthens the relationship between the organisations. IOP Publishing's latest building uses a new type of ID card for building access. Because these cards had not been tested with ITQ's print control system, the simplest option for ITQ would have been to recommend using familiar cards. The company recognised that this would not have been in the customer's best interests as staff would have had to carry two cards with them.

ITQ's solution was to run an exhaustive test programme on the new cards prior to installation, liaising with both the manufacturer and existing users to ensure their compatibility. The result was a system that worked smoothly from day one without the need for a disruptive pilot programme and without teething problems.

## THE IMPORTANCE OF ETHICS

IOP Publishing appreciates being able to work with a company that combines service and value with exemplary business ethics. They benefit from a single account manager who has overseen every aspect of their business from pre-sales consultancy, through installation to ongoing administration.

It is this manager, for example, who ensures that ITQ bills are only issued when a solution is installed and running optimally. IOP Publishing - and, indeed, all ITQ customers - are never billed until they are happy that their print solution is working as specified.

## 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.

“ Despite our servers causing issues, ITQ worked tirelessly throughout the weekend to save our relocation plan - and they didn't even land us with an extra bill! ”

John Curtis  
IT Support Manager, IOP Publishing

## FOR MORE INFORMATION

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