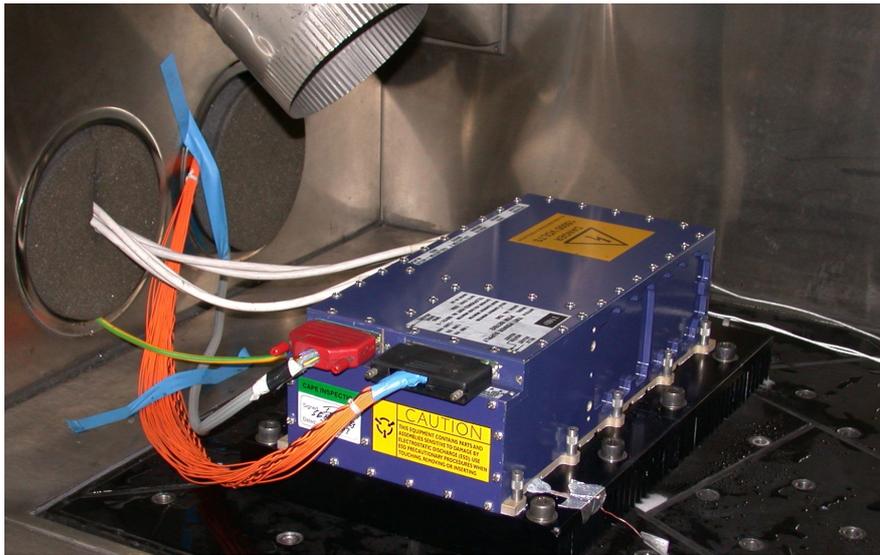




# CASE STUDY

## TMD TECHNOLOGIES



**TMD TECHNOLOGIES FACTFILE**  
TMD is among the world's leading manufacturers of microwave tubes, high voltage power supplies and transmitters for radar, electronic warfare and EMC RF testing.

With sales doubling over the last five years the company has now opened a US office.

**LOCATION**

Hayes

**BUSINESS SECTOR**

Electronics

**SIZE**

250 staff

**CHALLENGES**

Introducing a company-wide strategy to reduce costs and improve facilities

Improve document security

Accelerate sales processes

**INTRODUCING A COORDINATED STRATEGY**

TMD called in ITQ because the company knew it had a problem, it just didn't know how big that problem was.

The company had grown rapidly for several years but, because printing was not a high priority, printers and copiers had been installed in a haphazard and uncoordinated fashion. The result was a large fleet of non-networked desktop printers with high running costs, low workloads and no management.

After an audit, ITQ developed a strategy that delivered on company-wide goals rather than departmental or individual preferences.

The results have been dramatic. More than half the company's expensive desktop printers have been retired. Their workload is now handled by ITQ MFPs that give staff higher performance and extra functions such as scanning and copying. The print management system reduces costs by eliminating waste; every month the system deletes over 1,000 unclaimed print jobs that would otherwise have been printed.

“ The amount of waste in our print processes was a revelation. The savings will be significant to put it mildly. ”

Reiss Amaan  
IT Manager EMEA

## SECURITY IS ESSENTIAL FOR DEFENCE

While every company likes to save money, companies that serve the defence industry have another major concern: security. During ITQ's audit, it became clear that documents containing sensitive information were being printed and left in output trays.

Staff already had ID cards so ITQ implemented a print management system that only releases a document when its owner uses his ID card to identify himself at the printer. In this way, the company can be sure that confidential information is only delivered to people who are authorised to collect it.

## ACCELERATING THE INTERNATIONAL SALES PROCESS

TMD has an extensive overseas sales operation. Worldwide sales operations cover America, South Korea and many countries in-between.

Even though its sales people use a range of mobile devices (laptops, Windows tablets and iPads) the company needs to provide them all with the ability to print documents in the UK head office.

This facility is provided simply through ITQ's mobile print solution. By using email to print documents instead of a printer driver, the solution sidesteps the problem of installing print software on the devices that need to print. All the salesperson needs is a wireless Internet connection.

Whatever device the salesperson uses, wherever he is in the world, he just emails sales orders to the UK sales office and, in seconds, they appear on the printer.

## 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.

“ We can't afford to have proprietary information fall into the wrong hands. Our print management system stops this. ”

Reiss Amaan  
IT Manager EMEA

## FOR MORE INFORMATION

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