

Smith & Williamson engaged with Graham Varndell over ten months ago to initially review the purchase costs of print equipment. It became clear with guidance from Graham, that we could dramatically reduce our equipment pricing. In fact, within the first month of our engagement with him, we reduced our equipment costs by over £8,000 for the supply of just eight multi-functional devices. Our running costs for colour was also reduced by 1 pence per page for around one hundred devices colour within our fleet. This has generated substantial savings for the business. We immediately knew that our costs could be further reduced if we undertook a complete review of all our equipment requirements throughout our twelve UK offices. What impressed us the most about the service provided by Graham, was that it was not just about price. Graham understands that price is balanced against a good service provision. The benefit for our business with the service that was provided was that it covered many areas and wasn't just focused on price. Graham really did lead with our strategy first.

There were two key areas for us:-

1) Our strategic vision around printing, photocopying and scanning - we needed a blueprint, a roadmap for printing so that we could meet many of the business challenges that are facing so many organisations as technology drives change. We have seen that mobility, business process and document flow are changing the office environment. We have also been aware of our duties from a compliance viewpoint. What we needed from the service, was an over-riding policy for printing. Some real structure moving forward to manage documents.

2) Manage the tender process - We were keen to go out to the market in a formal way, again not just focused on reducing prices. We instructed Graham to handle the entire tender process including RFP, supplier briefing, supplier shortlisting, contract guidance and guidance on SLA and supplier selection. This was a large project which required specialist guidance. The strategic part of the project was a huge challenge, and even now we are working through the process, but what Graham provided was clarity in our thinking. He did not waste time auditing sites and producing generic information. Instead, he visited the key offices in the UK in order to understand how the business functioned from a printing viewpoint and the challenges involved. With his expertise and understanding, he made a big challenge seem small. It remains work in progress, but we now have a much clearer picture. We needed to understand our strategic approach in order to manage the tender process. We needed to know where we were heading in order to work with the correct partner over the next five years. Graham aligned innovation, technology, service and cost with strategy.

Finally, for the tender process Graham produced the entire RFP document. He selected several suppliers, and based on our requirements they were all asked to adopt a new strategy. We then followed a very structured approach to supplier selection.

The cost savings we have now made are considerable. Upwards of £80,000 per annum over the next five years. The financial savings we have made are obviously welcomed, but perhaps the biggest value to our business is that we now have a vision. A strategy around printing and photocopying and a platform to manage documents. This allows us to truly embrace technology, which in turn helps drive improvements in our business processes in the future.

Graham has been easy to work with. He is very professional, responsive and structured in his work. I would highly recommend the service that Graham provides.

David Smart

Operations Director

Smith & Williamson Holdings Limited