



KONICA MINOLTA

Giving Shape to Ideas

## Case Study



# Konica Minolta MPS makes major savings for Wakefield Council



Wakefield Council is a large metropolitan local authority employing almost 15,000 people serving a population of over 325,000 in West Yorkshire. The Council is responsible for providing or commissioning a range of services to the citizens of Wakefield, including social care, education, environmental health, housing and waste management.

In 2010 the Council's ICT department started a review of its document imaging provision across about 150 different sites. "We'd been aware for some time that our printing functionality could be improved. We had no common strategy for printers, copiers or scanners. Each individual Council service determined what they wanted in the way of print provision and funded that from their service budgets; it was not joined up at all", says Keith Watson, Business and Projects Manager for ICT and Procurement at the Council.

The ICT department found that there were over 500 print devices of various kinds located across the different sites. These were purchased from a variety of suppliers or acquired on different leases with contracts and arrangements varying such as different costs per copy and end of contract dates. "We wanted to rationalise the whole print provision process and centralise the process for effective management and cost control. From speaking with other local authorities we knew that savings could

be made through a managed print contract", Keith explains.

The Council used the Buying Solutions framework agreement for public sector purchasing to find a managed print service (MPS) provider. "Using the Buying Solutions framework agreement expedited the tender process because a lot of the pre-qualifying has already been done", Keith confirms. Konica Minolta is one of seven suppliers that have been awarded a framework agreement with Buying Solutions to supply multifunctional products and services; print room and managed services.

The Konica Minolta tender was prepared by the Konica Minolta East solutions, technical and account management team and proposed the use of management software embedded in its state of the art Konica Minolta multifunctional devices (MFDs). Five tenders were submitted and the Council's ICT department weighted the tender evaluation based on 60 per cent for price competitiveness and a 40 per cent for quality factors. "Konica Minolta came out on top as our preferred supplier and we awarded the contract in March 2011."

A staged deployment of the managed print service was agreed, with an initial twelve sites selected for phase one based on the numbers of users located there. Konica Minolta installed 88 MFDs across

**Our Solution;** Managed Print Service (MPS)

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the twelve phase one sites. “We wanted the initial sites to be a flagship deployment for the solution, complete with management software. This would be the best way of demonstrating the advantages of the solution and overcoming resistance to the loss of personal printers.”

The Council’s Konica Minolta MFDs have embedded software providing users with a ‘follow-me’ printing function. This means that users can select their print from any MFD on the network. Print jobs are only released at MFDs when users authenticate themselves using their MIFARE ID card with contactless swipe. “We have a flexible working policy so ‘follow-me’ printing is a particular advantage. It means, for example, that someone working from home can send a document to print and collect their prints for a meeting when they arrive at the venue.”

The colour MFDs supplied have a mono and double-sided print default setting which users can override if they need different finishing options. “The installation process went very well. The MFDs had the specialist DocuPRO software pre-installed and were fitted with the MIFARE card readers so they just need to be connected to the network points we provided. Everything was fully tested before it arrived and the installation took place over a two week period. We were really pleased at how smoothly the Konica Minolta team managed it.”

The training process also went smoothly. “We had ‘print champions’ in each of the service areas and they acted as a focal point for training, user engagement and any issues which arose. Our staff particularly liked using their MIFARE swipe cards because previously they had required PIN entry. The obvious benefits of using the centralised MFDs in terms of additional features and functions soon overcame resistance to the loss of personal desktop printers. Our people are aware of the reasoning behind the managed print service in terms of reducing cost, rationalising our printer estate and improving management information. However, if a business case has been made for the retention of personal printers we have been flexible about allowing retention in special cases following consultation.”

Phase two of the MPS project will take place in over 100 smaller sites following an information gathering process. The new MPS ensures that the Council ICT department does not have to manage servicing and the supply of consumables for the Konica Minolta MFDs. Konica Minolta’s CS Remote Care diagnostic system means that MFDs monitor and report performance without the need for customer intervention.

“The whole MPS process has been handled in an extremely professional manner by Konica Minolta”, Keith asserts. “From the well-structured tender, through to the pre-implementation process and then the installation on site, it has been very well managed, and we are pleased with the after sales care that has been provided.”

The last word goes to Councillor Graham Stokes, Portfolio Holder for Corporate Performance at Wakefield Council. “The managed print contract with Konica Minolta is an example of how Wakefield Council is investing in new technology to drive out efficiencies across all service areas. In phase one of the rollout we have concentrated on the twelve major administrative centres where the majority of office printing and copying is undertaken. By rationalising our existing print infrastructure and replacing a multitude of copiers and printers with modern efficient MFDs we have been able to improve print quality and achieve real savings.

“The use of follow me printing is supporting our flexible and mobile working programme allowing users to retrieve their print from any of the MFDs connected to the Council’s wide area network.

“We predict that the new contract will achieve savings of some £100,000 per annum over the five years of the contract.”



*Stephen Booth, Managing Director of Konica Minolta East and Keith Watson, Business and Projects Manager for ICT and Procurement.*

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