

REDUCED COSTS BY  
35% IN THE FIRST YEAR  
WITH KONICA MINOLTA



# EDDIE STOBART STREAMLINING PROCESSES AND ACHIEVING HIGH PRINT SAVINGS

## EXECUTIVE SUMMARY

Eddie Stobart provides leading supply chain support across Europe. They had multiple disparate print contracts, no consistency in equipment and standalone devices that were not connected to a network all of which were incurring high costs. Working in partnership with Konica Minolta they implemented a 'Discovery Process' to assess potential cost savings and process efficiencies. Eddie Stobart needed a joined-up print strategy that provided standardisation and cost control across its entire fleet of devices.

- Streamline its document production processes
- Use reporting for visibility into user behaviour and print costs
- Reduce total cost of ownership (TCO) and realise cost savings of 35%

## CHALLENGES

A key concern was that there was no consistency with print models, which resulted in increased operating costs. Each device required different consumables which tied money up in stock and maintenance costs were high as various print devices required specialist service from multiple providers.

- Reducing cost was a primary driver for change.
- User experience was low as the mixed fleet meant devices had different functionality.
- Legacy devices were unreliable which increased print-related queries impacting the IT departments resource to be able to deal with other key infrastructure tasks.

A more cost effective, reliable and easy to manage which would improve productivity, increase efficiency for staff and reduce the burden placed on the IT department.

## SOLUTIONS

Eddie Stobart required a supplier that could provide a print infrastructure that would bring all sites together. They also needed to partner with a trusted advisor to help with the change management process and ensure seamless transformation and employee buy-in across the business.

It chose to partner with Konica Minolta based on the quality of its Optimised Print Services (OPS) proposal, in particular, its support, flexibility, proactive approach and competitive pricing.

- Konica Minolta undertook a full Discovery Project
- All ESL locations in scope
- All assets mapped and output logged (DCA)
- User groups interviewed and output applications analysed
- Solution Design developed
- Design options presented to ESL

## BENEFITS, RESULTS, ROI, FUTURE

For Eddie Stobart, a smooth roll-out was key, and Konica Minolta's three-pillared approach to OPS – Consult, Implement and Manage ensured that this objective was met.

Konica Minolta managed designing, developing, documenting and installing customised solutions. Its services include:

- New OPS (Optimised print services) contract agreed
- Dedicated project management team appointed
- Project plan agreed
- Roll out of new solution, rationalised from 106 to 93 devices (2 week implementation)
- Full training programme with access to on-line training portal for users
- Change management support
- Project moves to Phase two, business process and workflow

all of which were tailored to suit Eddie Stobart's individual business needs and requirements.

Konica Minolta OPS has enabled Eddie Stobart to streamline its print processes, reduce its TCO and achieve cost savings of around 35 per cent across the organisation.

The company now benefits from excellent reporting across all devices, which now provides visibility to individual departments regarding user behaviour and print costs. This is also helping users to adopt better printing habits and is aiding transformation across the business.

Training, which combined simple, straightforward advice with hands-on, practical sessions ensured that individual people were equipped with the skills and knowledge to effectively use the new technology to optimise workflow processes and enhance business performance.

Eddie Stobart now has printer uniformity across the business as well as comprehensive Service Level Agreements (SLAs) in place covering response times, first time fix and uptime, and exceptional support.

# DISCOVER STREAMLINED PROCESSES

We work in partnership to deliver smarter solutions and cost savings so you can focus on your core business!

## ASSESSMENT

We undertake a project to review your business and provide recommendations to improve processes and an estimate of potential savings.

## OPTIMISE

We use the assessment to rationalise and consolidate devices. Work with you to develop print policies, governance frameworks and include change management, deployment and transition support for your business

## MANAGEMENT

Once the project is complete we work with you on ongoing continuous improvement and provide comprehensive, MI, SLA monitoring, remote management and workflow improvement.

Our 'Discovery' process works in partnership with our clients to build a detailed understanding of your business. We get to know the landscape of your business, evaluate your print, copy, scanning and electronic document management needs and then build a bespoke optimised solution that is right for your business.

We evaluate the document needs of your workforce, streamline processes, reduce costs and help manage workflow.



# Eddie Stobart