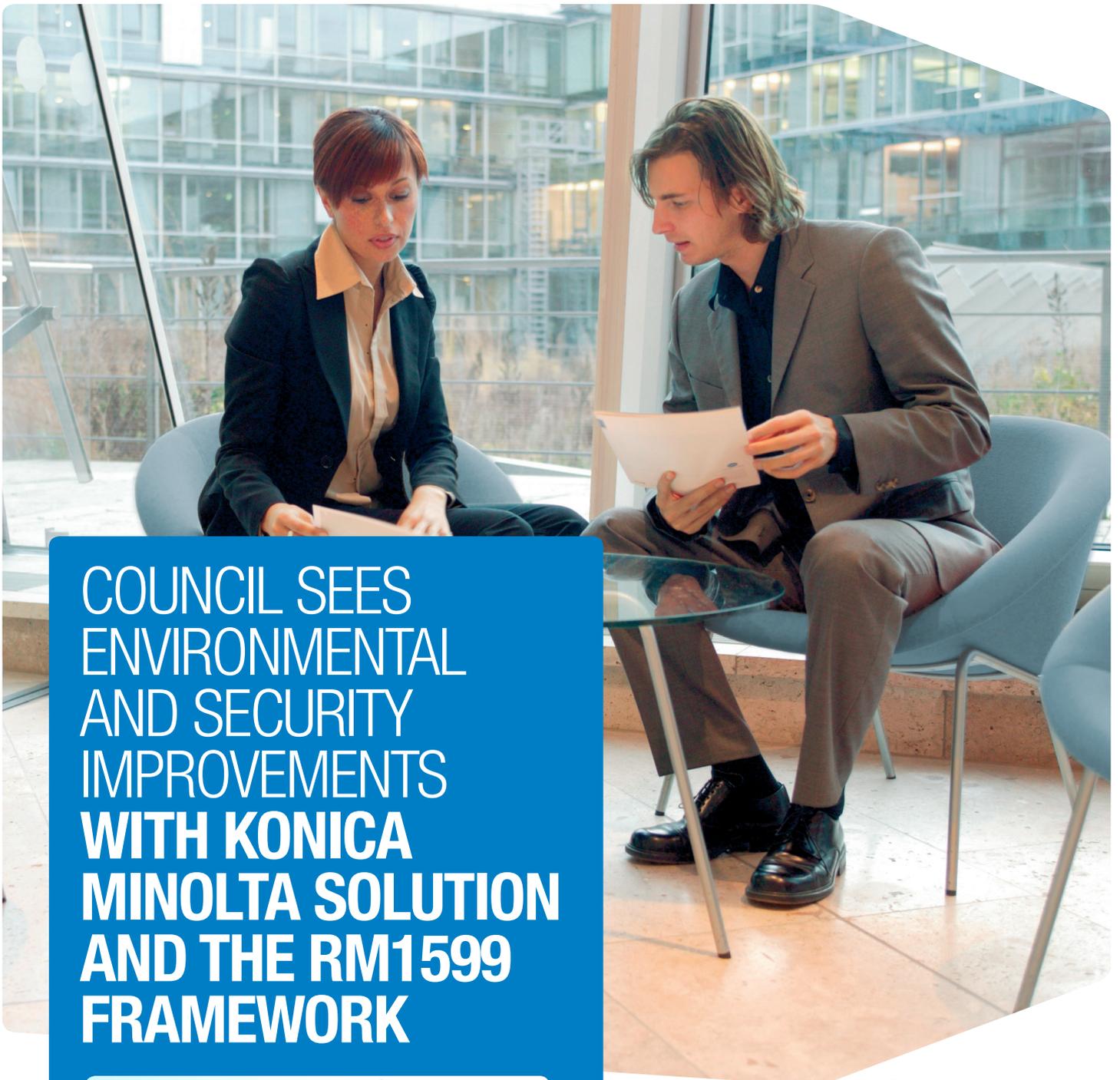
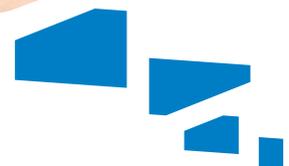




KONICA MINOLTA



COUNCIL SEES ENVIRONMENTAL AND SECURITY IMPROVEMENTS WITH KONICA MINOLTA SOLUTION AND THE RM1599 FRAMEWORK



MILTON KEYNES COUNCIL

working in partnership



Giving Shape to Ideas

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CUSTOMER PRESENTATION

Milton Keynes Council is a large Borough Authority serving an estimated population of 236,700, making it the 54th-largest authority in England by population. The Council is responsible for providing and commissioning a range of services to the citizens of Milton Keynes, including housing, education, social care, leisure and culture.

Following the expiry of the Council's last print contract, the need was evident to not only replace but improve the services and solutions offered to council employees. "We'd been aware for some time that our printing functionality was ageing and could be improved. We were aware of the risks of so many users printing potentially sensitive documents without any measures of control. The clear environmental impact of wasted and unclaimed print was also a key issue that needed addressing", says Peter Firth, Desktop Manager at MKSP.

Although consisting of mainly Konica Minolta equipment, the IT department were responsible for the maintenance of a fleet of devices of various kinds located across the different sites. These were purchased from a variety of suppliers, each requiring different levels of support. "Fleet rationalisation was very important to us; we wanted one point of contact with one supplier cutting down both the work load of the IT department and the manufacturer service calls", Peter explains.

The Council used the RM1599 framework, a collaborative agreement between CCS / YPO & ESPO for public sector purchasing to find an extended print service provider. "It was a natural progression going from the old RM450 framework to the new RM1599, and we were delighted to find that Konica Minolta were present as a supplier on Lot 2", Peter confirms. Konica Minolta is one of four suppliers on Lot 2 of the RM1599 framework agreement to supply multifunctional products and software solutions. The collaborative agreement between CCS / YPO & ESPO has provided Milton Keynes Council with the reassurance that they are receiving a solution that benefits from the most robust service level agreement with pre agreed best value pricing.

With issues surrounding document security within the public sector being more high profile than ever and with only a small proportion of the Council's current fleet on their print management solution, this resulted in only limited control over print, and poor security on the non-print management controlled devices. As with most modern organisations, cost reduction and security were high on the agenda and any new supplier needed to be able to effectively address these issues and provide clear and tangible results quickly. Konica Minolta moved to install Pcounter across the whole organisation, in support of the solution of 62 MFD's (of a total of 150 MFDs with an additional 80 devices to follow).

Having now a near entire Konica Minolta fleet, including an implant print room managed by MKSP with a new bizhub PRO 1200 device, this fresh install allows the Council to accurately manage costs and efficiencies, removing any grey areas around usage and alerting them to any excessively used devices. If the Council identify a device is being over-used they can simply relocate it to a different area of the site, rotating it with an under-used device instead. Due to the solution installed this has no detrimental effect on the users but allows the Council to ensure the best value and maximum length of service from their Konica Minolta devices.

The Council's Konica Minolta MFDs have embedded Pcounter software providing users with a secure printing function. This means that users can select their print from any MFD on the Council network. Print jobs are only released at MFDs when users authenticate themselves by a swipe of their contactless RFID card. "As our offices are split over a number of different sites the secure release function was vital. It now means users can send a document to print and collect their prints for a meeting when they arrive at a different site, eliminating the need to transport sensitive and secure documents outside of the Council buildings."



Peter has found minimal resistance to the new secure way of working, and the common problem of removing users' print devices never raised itself. Peter commented "the removal of the old devices was easy; they were all pretty over-used and the staff were looking forward to a more comprehensive system. Most of our colleagues were aware of the issues around the security of documents and have been really supportive during the install."

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 went very smoothly with the Konica Minolta engineers doing a great job. We had some Konica Minolta infrastructure already in place from our last contract so it couldn't have been simpler", Peter confirmed.

The council are already realising savings in the region of 30% for capital and service cost per clicks (CPC's)—including saving around 40-50 boxes of paper since the install and transition from RM450 to RM1599, couple this with a further 15-20% reduction in output associated with Pcounter and improved efficiencies due to the increased functionality of the new devices, the Council is delighted with the impact their Konica Minolta solution has made. Peter continued, "The reduction in print has been great. Our jobs delete after 24 hours and the queue completely wipes on a Friday, meaning Monday morning is always free of unclaimed print jobs.

We've had six months with no issues at all and we've seen a dramatic drop in service calls since the upgrade. Furthermore, the increased security through card readers and secure release has improved the Council's document security processes."

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The next phase of the Council's ambitious plans is to implement a Konica Minolta CSRC solution; the automatic ordering of toner and consumables, thereby reducing the number of toners unnecessarily held at the Council's sites but also reducing the environmental impact of replacing toners prematurely. In order to further rationalise their print Milton Keynes Council are looking at an auto-relocation to their print room for any large jobs, reducing the cost of print and impact on the office devices.



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NOTES

1. Konica Minolta Holdings Inc was established in 1936, has 36,000 employees and has global reach across 40 Countries in Europe, UAE, Asia Pacific, Africa and the Americas. The global HQ is located in Japan, our European HQ is in Germany and our UK HQ is in Essex.

2. Established in the UK in 1973, Konica Minolta Business Solutions (UK) trades as the UK HQ and is supported with 17 direct sales and service centres along with over 90 independent dealerships.

3. Specialising in the provision of Multi-Functional, Print Production Devices and Optimised Print Solutions, our best in class team offers specialist support, advice and consultancy to the commercial, public and governmental sectors.

4. Our strategy has our customers at its core. With strong and mutually beneficial customer partnerships, our aim is to achieve mutual sustainable growth through technological innovation. We bring flexible solutions that not only meet our customer expectations, but exceed them, time after time.

5. Konica Minolta is a true service provider taking a holistic approach to customer needs based on customer intimacy and adaptive business processes tailored to customer requirements. This approach can be best summarised as 'giving shape to ideas'. Konica Minolta's Optimized Print Services (OPS) programme encompasses document workflow management solutions for SMBs, large enterprises and the public sector. This allows customers in all sectors to focus on core business activities while we deliver optimised document workflow solutions.

6. Konica Minolta is a patron of the UK's leading youth charity The Prince's Trust. Founded by HRH the Prince of Wales in 1976, The Prince's Trust gives practical and financial support to over 50,000 disadvantaged young people every year, giving them the skills and confidence to find a job. With more than a million young people struggling to find a job, youth unemployment is estimated to cost the UK economy £155 million a week in benefits and lost productivity. This commitment is part of Konica Minolta's ongoing policy of Corporate Social Responsibility.

7. MKSP is a limited liability partnership (LLP) company wholly owned by Milton Keynes Council

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