



## HEREFORDSHIRE COUNCIL

# Total print and document IT infrastructure overhaul

### THE CHALLENGE

The print and document IT infrastructure across Herefordshire Council was in need of a total overhaul. Staff at the head office in Hereford had been left with an ageing fleet of desktop printers and single-function photocopiers that were unreliable and prone to breaking down, and varied in speed and quality, reducing efficiency and reliability for users. Additional print and document upgrades were also required to enable more modern functions such as scanning and faxing capability.

Furthermore, it was essential to maintain sufficient levels of data security, and there was a pressing need to update them in line with the Information Commissioner's Office (ICO) Privacy and Electronic Communications regulations. Failing to do this could result in fines, not to mention a costly data breach.

With shrinking budgets and a reducing property estate the cost of print at the Council was also an issue that needed to be improved. The volume of wasted print and paper was also significant, not to mention the amount of man-hours required to maintain the print fleet. In addition, there was little centralised billing from suppliers, with different departments using a wide range of print and document providers, causing significant unnecessary costs.

To ensure a smooth process and to minimise any downtime, it was essential that any IT changes at the Council were properly managed from a training and HR perspective, with standardisation across all devices.

### CLIENT PROFILE

Herefordshire Council works in partnership with central government and a number of local organisations to help support the 183,000 residents of the county. The unitary authority, spread across a vast geographical area totalling 842 square miles, is responsible for many key services including education, highways, social care, economic regeneration and Council tax. As well as Hereford City the county also includes the county towns of Bromyard, Kington, Ledbury, Leominster and Ross-on-Wye.

### LOCATION

Hereford, UK

### KEY TECHNOLOGY

Ricoh MFDs, and Safecom print management

### KEY BENEFITS

Higher quality of print, decreased toner and paper usage, reduce man hours required to manage, reduced costs

### WEBSITE

[www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

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PAUL NICHOLAS  
Directorate Change Manager



## THE SOLUTION

Altodigital worked closely with the Council, initially conducting a detailed site audit across all of the Council's locations, identifying which devices were unnecessary and inefficient, and highlighting the opportunities to save costs across the fleet.

It was evident that the existing print fleet could be consolidated with inefficient desktop printers removed, helping reduce unnecessary costs and wastage of paper, energy and ink. All devices were then upgraded to the very latest Ricoh MFDs, in order to further increase reliability and functionality in such a fast-paced working environment.

The Council was also provided with a new SafeCom a "pull-print" solution linked to the new devices, ensuring that users could securely retrieve their print jobs by using a proximity card to identify themselves at the device. This solution facilitated secure printing across the network. Not only that but it also has the potential to reduce the overall volumes of wasted toner and paper.

## THE BENEFITS

The changes have already brought about significant cost savings for the Council. All devices now operate under a single contract, providing simplified billing with complete transparency around operating costs.

The new MFDs have ensured all round higher quality of print across the Council, while every user is now accountable for everything they print, which in turn is helping drive down toner and paper usage, as well as energy consumption. Most importantly, data protection is now a complete priority across the Council, with all devices now fulfilling ICO regulations.

The simplified print fleet also meant maintenance issues could be easily tracked and monitored, helping significantly reduce the associated man-hours required to manage.

Overall, the Council has benefitted from a reduction in print and document costs, while device breakdowns have reduced significantly, saving the organisation a large amount of money and time.

Scott Chilton, Account Manager at Altodigital comments, "Our main challenge was to tailor-make a solution that would cater for the varying needs of the Council, without isolating users, while driving real cost savings. Together with our Audit and Professional Services team, I feel that we have achieved above and beyond our original projected results."

Paul Nicholas, Directorate Change Manager at Herefordshire Council said, "It was obvious that we needed a complete overhaul of our print and document infrastructure; our old devices were outdated and costing us an excessive amount of money and man hours. We utilised a Crown Commercial Services Framework which provided a quick, legally compliant route to procure a solution and having worked with Altodigital before, we knew they were well placed to help us. Their teams have been a huge support throughout this process, helping our staff to feel included and motivated by the changes taking place. The Altodigital team has also given us the opportunity to begin to change staff attitudes towards print and improve the office's print culture as a whole."

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Established for over 35 years, we have focused exclusively on providing unbeatable office technology solutions, and although we are a truly national operation, our success has been forged around our unique network of local offices providing on-the-spot response, rapport and reliability.



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