



CLIENT PROFILE

Government Legal Department is a non-ministerial department, its purpose is to help the Government to govern within the rules of the law.

They provide legal services to the majority of the central Govt departments including Cabinet Office, Home Office, HM Treasury and MoD.

LOCATION

London WC2B 4TS

KEY TECHNOLOGY

HP MFD's both A3 and A4 mono and colour with a 'Safecom follow me print' software solution

KEY BENEFITS

Reduction in print volume, enhanced document security, efficient reporting on usage and costs, lower costs

WEBSITE

www.gov.uk/government/organisations/government-legal-department

Government Legal Department

Improving document security and printer reliability with managed print solutions

THE CHALLENGE

The Government Legal Department is a non-ministerial department and the Government's legal advisers. Their purpose is to help the Government to govern within the rules of the law. With over 2000 employees of which 1400 are solicitors or barristers, they provide legal services to the majority of the central Government departments including Cabinet Office, Home Office, HM Treasury, MoD, MoJ and DoF.

Altodigital began working with the Government Legal Department when they took over the desktop service contract and printer maintenance contracts approximately 10 years ago. As part of this work, we deployed a Managed Print Solution, which was a concept that was new to the Government Legal Department.

Prior to working with Altodigital the biggest challenges the Government Legal Department faced were around the reliability and breakdown of printers and document security. The existing print environment included many desktop printers located throughout the department that printed sensitive information, which was often not being collected and being left in the print tray or on top of the printers.

THE SOLUTION

Given the nature of what the Government Legal Department does, Altodigital understood the security implications of sensitive information being left in the print trays throughout the office.

Working with HP, Altodigital implemented a Managed Print Service. We removed all the desktop printers and replaced them with approximately 70 centralised Multi-Functional Devices both A3 and A4 mono and colour with a 'Safecom follow me print' software solutions that require users to authenticate their identity to retrieve their prints.

This has given the Government Legal Department a secure printing estate. As another layer of security in addition to user authentication, any uncollected prints are deleted from the server within 24 hours.

Whilst the principal elements of the solution was to address document security, we also created a dedicated print room within the office that was managed by Altodigital staff. The introduction of the on-site print room allowed us to capture the majority of the Government Legal Department's outsourced mail, helping them to make significant costs savings each month.

"The security aspect of what we do is of paramount importance to us. We have to know who is printing what, where and when. Altodigital have gone above and beyond for us to provide that service and improve our document security."

PERMINDER BAINS
ICT Operations Manager



ALTDIGITAL CLIENT CASE STUDY

FOR MORE INFORMATION

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.

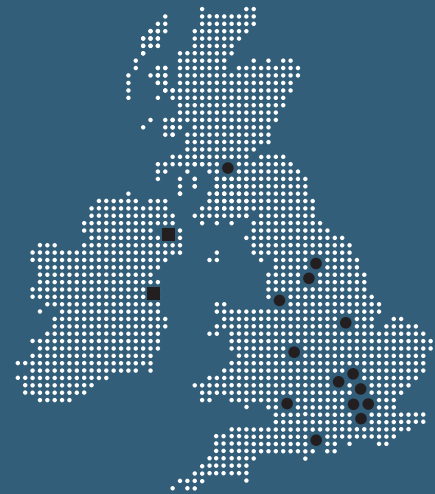


THE BENEFITS

The Managed Print Service we implemented and support has not only relieved the pressure on the IT department but has enabled the Government Legal Department to benefit from a reduction in print volume, enhanced document security via user authentication, in-depth and efficient reporting on usage and costs, lower costs and more reliable print technology.

Sadie Pantling, Public Sector Account Manager at Altodigital, comments, "It has been great working with the Government Legal Department to deliver a solution to them that has improved document security, reduced costs and increased printer reliability - helping to transform their business."

Perminder Bains, ICT Operations Manager at Government Legal Department said: "staff have absolutely embraced this system from the first day it was introduced. Altodigital provided a number of engineers to be on-site to assist with the training of the new system. From that point onwards we had peace of mind that our print solution was secure."



Altodigital has offices all over the country. Call us and see what we can do for your business.

To find out more about Altodigital telephone

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