



SUTTONS

DELIVERING GLOBAL LOGISTICS

SUTTONS

Delivering global print solutions

THE CHALLENGE

The print and IT infrastructure at Suttons was in need of a total overhaul. Each country's print process and equipment was independent to the other branches, operating completely separately. This was resulting in an unnecessary amount of individual tenders and payment procedures.

The company had no control over its print processes and IT support was not offered directly from suppliers for the processes or equipment in any of the Sutton's locations.

The individual, ineffective solutions for each country were also wasting management time and causing unnecessary costs. 50% of the organisations IT issues involved printing in some aspect.

This inefficient system was causing print costs to spiral, something which the company had no control over. Consumables were also being used inefficiently and were extremely expensive, due to the use of different suppliers for different countries.

Suttons had no standardised hardware or central management that focussed on IT. The biggest challenge was somehow implementing a system across six different time zones and teaching users that speak a variety of languages.

CLIENT PROFILE

Suttons is an innovative global logistics and supply chain company specialising in worldwide distribution. It operates throughout the world with an established presence in eight countries: the UK, Belgium, China, USA, France, Malaysia, Singapore and the UE. Suttons offers a wide range of products and services with a determined focus on how to add value, increase efficiency and industry leading standards of SHEQ.

LOCATION

Gorsey Lane, Widnes Cheshire, WA8 0GG

KEY TECHNOLOGY

Kyocera colour desktops and MFDs, Papercut print management software, Optimise fleet management software

KEY BENEFITS

Reduced number of print drivers, ability to monitor and track print volume across any global branch, automatic toner ordering, reduction in annual print costs (35%) and substantial saving in time (40%)

WEBSITE

www.suttonsgroup.com

"The next step is for us to go completely digital and we want Altodigital to help us with the next step!"

AFFY BHATTI
IT Infrastructure Manager



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THE SOLUTION

Altodigital was one of a number of companies asked to provide a global solution, and was appointed on account of its service, price point, attention to detail and competence in delivering the required service effectively and to a high standard.

An initial site audit was carried out across all 26 of the company's locations, identifying which devices were unnecessary and inefficient and which programmes and equipment would be most suitable, all the while highlighting the opportunities to save costs across the fleet.

The most effective course of action was to standardise the equipment across the board, and in this case, the Kyocera model was selected. The equipment installed consisted of small desktop colour printers in addition to large multi-functional devices (MFDs). Altodigital significantly reduced Suttons 110 print drivers for 200 users to six drivers for 500 users.

Suttons was also provided with a brand new software solution, Papercut which manages print output and enables management to monitor and track volume and content of all materials printed across any of the branches worldwide. Papercut holds people accountable for their printing practices, allowing management to track the printing habits of a specific branch or even staff member. This programme also allows for costs to be charged back to a specific department, which equals a much simpler process and in turn, a large number of labour hours.

Optimise software was also installed - a solution that allows systems to be tracked online 24/7 and gives managers the ability to monitor whether the equipment is mechanically sound and the volume of documents printed over a particular period. Optimise ensures that unnecessary costs are avoided and annual print costs are both trackable and reduced. Through the software, all toner is auto-ordered when required, lifting a significant amount of pressure from staff as toner no longer had to be ordered manually from a variety of different suppliers at escalating costs.

THE BENEFITS

The changes have already brought about substantial cost savings for the company, even in a short timeframe of 18 months. There has been a significant (35%) annual cost saving on the company's global print output, with a 40% increase in time saving.

All devices have been standardised to allow ease of use, maintenance and troubleshooting. In addition, all devices and systems now operate under a single contract, allowing for simplified billing and total transparency around operating costs. The impact on admin time has been significant too, with billing being introduced on an annual basis, and one single invoice for equipment and consumables. This comes in contrast to the previous system of numerous purchase orders and invoices for each individual branch at irregular intervals.

Derek Gunton, Account Manager at Altodigital comments, "The obvious challenge was to ensure that we delivered a tailored solution that would suit a variety of branches across numerous countries, whilst always being conscious of driving cost and labour savings. I am confident that the team has delivered a great result and achieved above and beyond our original projected targets."

Affy Bhatti, IT Infrastructure Manager at Suttons Group said, "When we first decided to explore the possibility of outsourcing our equipment, we were dubious, we weren't convinced that a vendor could engage with our users efficiently, or manage the large amount of printers. When Altodigital first assessed what we needed, we didn't expect them to be able to fulfil our requirements due to the sheer amount of work needed.

"However they proved their expertise and exceeded expectations. Their work has been a success. We're extremely pleased with all of the work Altodigital has done for us. The team has consistently strived to provide an excellent service, and the benefits of the new infrastructure has had a huge impact on the business.

"The next step is for us to go completely digital and we want Altodigital to help us with the next step in our business. We look forward to working with them again in the future."

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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.



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

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