

“BRITANNIA GROUP
CUTS MONTHLY PRINT
COSTS BY TWO THIRDS
WITH KONICA MINOLTA”



DISCOVER

BRITANNIA HOTELS DISCOVERING OPPORTUNITIES FOR COST SAVINGS AND STREAMLINED PRINT PROCESSES

EXECUTIVE SUMMARY

With 52 hotels across the UK comprising more than 10,000 bedrooms, Britannia Group offers high value, quality accommodation. Over the years, the organisation had accrued a disparate fleet of printers across its estate. The fleet was not fit for purpose and unable to cope with the volumes or output. Britannia Hotels partnered with Konica Minolta and its Discovery Service to surface potential cost savings and process efficiencies.

CHALLENGES

A key concern was that there was no consistency with print models, which resulted in increased operating costs. Each device required separate consumables which tied money up in stock, while maintenance costs were high as various print devices required specialist service from multiple providers. The primary drivers for change included:

- Requirement to reduce the cost of printing
- The devices in the mixed fleet had different functionality, resulting in a poor user experience
- Legacy devices were unreliable which increased print-related queries impacting the IT departments. This reduced the time available for IT teams to deal with other key infrastructure tasks

Britannia Group needed a more cost effective, reliable and easy to manage solution which would improve productivity, increase staff efficiency and free up resources in the IT department.

SOLUTIONS

Britannia Hotels chose the Konica Minolta Discovery Service to audit selected sites and assess print processes, waste, workflows and costs. Konica Minolta was awarded the contract as Britannia were impressed by the cost savings associated with the new devices, and their potential for further optimisation in the future. Whilst the key driver for Britannia Hotels was to realise cost efficiencies, Konica Minolta's proposal also explored how the company could streamline business processes with document management-based solutions and achieve additional cost savings going forward.

Konica Minolta recommended only offering colour printing capability to the people who needed it. All devices were also supplied with PaperCut, which handles output management and cost recovery on Konica Minolta multifunctional devices, delivering further cost savings.

Working with Konica Minolta, Britannia Hotels:

- Reduced its monthly costs by two-thirds
- Achieved greater clarity into the print habits of its employees
- Minimised the time its IT department spent on print-related queries

The company received a fresh print solution that would deliver company-wide consistency and quality.

BENEFITS, RESULTS, ROI, FUTURE

The implementation of the new fleet was well-coordinated and ran smoothly, with Britannia praising Konica Minolta's project management skills.

Post-rollout, Britannia Hotels has experienced a significant reduction in its print costs. Right-sizing the fleet delivered immediate and considerable savings across the cost of consumables and IT support, and the company has cut its monthly print budget by two-thirds.

Despite cost efficiencies being the driving factor, Britannia Hotels has realised other benefits, such as streamlining its print processes. The hotels chain now has greater clarity into the print habits of its employees, leading to a transformation in how staff work.

An outsourced electronic service desk with a three-hour service level agreement (SLA) means Britannia Hotels' IT department can focus on other core business processes instead of spending time on print queries.

Konica Minolta's Optimised Print Services (OPS) manages everything associated with the Group's fleet. This includes equipment provisioning, procurement of consumables, technical support, maintenance and centralised asset management. The result? Increased efficiency and reduced cost.

GET SET TO DISCOVER THE FUTURE

ASSESSMENT

Our certified experts conduct rigorous analysis of your business processes and requirements, surfacing opportunities for cost savings, increased efficiency, improved compliance and enhanced security.

OPTIMISE

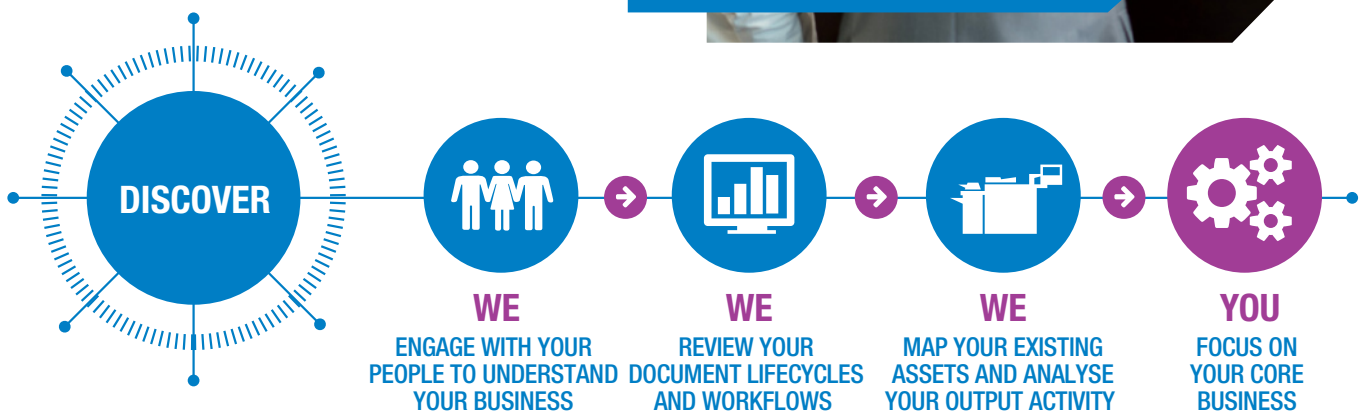
We work with you to design and deploy a modern, efficient document management infrastructure. One that combines dedicated project management, change management and training—all tailored to your unique needs.

MANAGEMENT

Innovation and improvement are the watchwords of the Discovery Service. Trusted Konica Minolta experts partner with you on opportunities for continuous improvement—from improved reporting and SLA monitoring, to remote management and workflow automation.



“DISCOVER A SMART, AGILE WORKPLACE”



BRITANNIAHOTELS 