

REDUCED COSTS BY
35% IN THE FIRST YEAR
WITH KONICA MINOLTA



EDDIE STOBART STREAMLINING PROCESSES AND ACHIEVING SIGNIFICANT PRINT SAVINGS

EXECUTIVE SUMMARY

Eddie Stobart provides leading supply chain support across Europe. The organisation had multiple disparate print contracts, no consistency in equipment and standalone devices that were not connected to a network—all of which resulted in high costs. Working in partnership with Konica Minolta, Eddie Stobart implemented a Discovery Service to assess potential cost savings and process efficiencies. The company needed a joined-up print strategy that provided standardisation and cost control across its entire fleet of devices. The goals included:

- Streamline document production processes
- Use reporting for visibility into user behaviour and print costs
- Reduce total cost of ownership (TCO) and realise cost savings of 35%

CHALLENGES

A key concern was that there was no consistency with print models, which resulted in increased operating costs. Each device required different consumables which tied money up in stock. Maintenance costs were also high as various print devices required specialist service from multiple providers.

- Reducing cost was a primary driver for change
- Mixed fleet of devices had different functionality which impacted the user experience

- Unreliable legacy devices led to high volume of print-related queries in the IT departments; limiting the time available for IT to deal with other infrastructure tasks
- Eddie Stobart realised that a more cost effective, reliable and easy to manage would improve productivity, increase staff efficiency and reduce the burden on the IT department.

SOLUTION

Eddie Stobart required a partner that would provide a unified, multi-site print infrastructure. They also needed to work with a trusted advisor to help with the change management process and ensure seamless transformation and employee buy-in across the business. Eddie Stobart chose to partner with Konica Minolta based on the quality of its Optimised Print Services (OPS) proposal, in particular, the support, flexibility, proactive approach and competitive pricing.

- Konica Minolta undertook a comprehensive Discovery Service
- All ESL locations in scope
- All assets mapped and output logged (DCA)
- User groups interviewed and output applications analysed
- Solution design developed
- Design options presented to ESL

BENEFITS, RESULTS, ROI, FUTURE

For Eddie Stobart, a smooth roll-out was key, and Konica Minolta's three-pillared approach to OPS – Consult, Implement and Manage – ensured this objective was met.

Konica Minolta managed the design, development, documentation and installation of the customised solution. The services include:

- New OPS contract agreed
- Dedicated project management team appointed
- Project plan agreed
- Roll out of new solution, rationalised from 106 to 93 devices (two weeks implementation)
- Full training programme with access to on-line training portal for users
- Change management support
- Project moves to Phase Two, business process and workflow

This end-to-end process was tailored to suit Eddie Stobart's individual business needs and requirements.

The Konica Minolta OPS has enabled Eddie Stobart to streamline its print processes, reduce its TCO and achieve cost savings of approximately 35% across the organisation.

The company now benefits from excellent reporting across all devices, which now provides visibility to individual departments regarding user behaviour and print costs. This is also helping users to adopt better printing habits and is aiding transformation across the business.

Training, which combined simple, straightforward advice with hands-on, practical sessions, ensured that individual people were equipped with the skills and knowledge to effectively use the new technology to optimise workflow processes and enhance business performance.

Eddie Stobart now has printer uniformity across the business as well as comprehensive Service Level Agreements (SLAs) in place covering response times, first time fix and uptime, and exceptional support.

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.

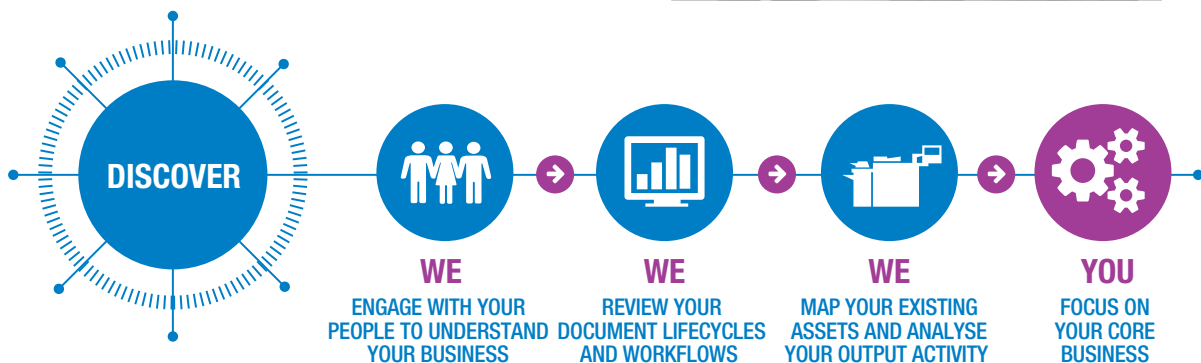
OPTIMISE

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”



Eddie Stobart