

**LAW FIRM SAVES  
£90,000 STREAMLINING  
PRINT COSTS WITH  
KONICA MINOLTA**



**DISCOVER**

## **HORWICH FARRELLY ACHIEVE DRAMATIC COST SAVINGS**

### **EXECUTIVE SUMMARY**

Established in 1969, Horwich Farrelly has grown to become one of the leading providers of legal and handling services to the UK general insurance sector.

The company believed it was spending too much on its print infrastructure. Feedback from across the business which has offices in Manchester, Cardiff, Liverpool, London, Sheffield and Southampton, was that the legacy equipment was unreliable, constantly breaking down and that outputting documents was slow and time consuming.

By partnering with Konica Minolta, Horwich Farrelly implemented a new infrastructure and achieved:

- Print cost savings of £90,000 annually
- Reliable and consistent user experience
- Seamless, transparent management of print supplies and stock levels

### **CHALLENGES**

Horwich Farrelly was experiencing problems with both the speed and reliability of its legacy print devices. Moreover, the legal firm was paying too much for a print infrastructure that was not fit for purpose. The organisation needed to better understand its print requirements, and was looking for a solution that would deliver valuable insight

through in-depth reporting. This insight would allow the team to monitor and control the entire print estate so it could identify spend in each of its departments and enable efficient cross-charging, budget allocation and cost forecasts. A key objective was to ensure that future investment in technology would address the business' requirement for smoother, more efficient workflows, as well as cost savings.

### **SOLUTION**

Konica Minolta consultants spent time at all Horwich Farrelly's six sites undertaking a full Discovery Service. The expert team conducted a comprehensive, detailed assessment of the entire document environment; analysed print, copy, scan and fax volumes per device and per department; considered the number of users, the devices available/required, workflow practices and key business processes.

This Discovery Service enabled Konica Minolta to identify areas where improvements could be made and to recommend a solution that would provide tangible cost and efficiency benefits. The Service was supported by ongoing account and change management which would enable the company to continue to leverage new processes and techniques to maximise efficiency and lower its operating costs throughout the contract term.

## BENEFITS, RESULTS, ROI, FUTURE

The implementation of the new solution saw minimum disruption, as the Konica Minolta OPS team worked in close collaboration throughout, ensuring a seamless roll-out.

Since deployment, employees are enjoying a much more fluid and problem-free printing experience, which has:

- Boosted productivity
- Enabled in-depth reporting
- Delivered continuous optimisation and management of the document infrastructure across all locations
- Introduced visibility and transparency of fleet performance and associated costs
- Streamlined management of print supplies and stock levels

Since implementation, the use of duplex and colour printing has halved, reducing cost and the company's carbon footprint.

Horwich Farrelly is also reaping the benefits of innovative software, which helps calculate, recover and reduce print output costs across the organisation. Feedback from staff has been that it is far simpler to use and clearer to understand at-a-glance than the legacy software.

Moreover, Horwich Farrelly has realised a print cost reduction of around £90,000 over the year, with a forecasted £6,000 a month in savings.

## 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”**


