CASE STUDY
PRINT MANAGEMENT
POST COVID-19

OVERVIEW

The COVID-19 heath pandemic has forced all organisations to adapt to remote ways of working. With more employees working from home, office spaces are likely to shrink and evolve.

Traditional workplace tools, such as print facilities across all head offices, may no longer be a requirement for the future. Most organisations will need to reassess their current managed print solution in light of these changing events.

Conventional print strategies will need to be challenged and altered in order to adapt to the new ways of working.

Organisations will need to re-assess existing print solutioning principles such as:

- Pricing models

- Commercial constructs

- Fleet dimensioning techniques

- Business processes & requirements

Print is generally treated as a "commodity" service, and organisations often underestimate the complexities (service and system integrations) underpinning a Managed Print solution.

As a consequence, when faced with a compelling change event (such as contractual, financial, technical end-of-life or in this instance COVID-19), it is not surprising that projects run the risk of being under-scoped and under-funded.

This can lead to lost opportunities in reducing costs, improving service, optimising fleet structure, challenging business requirements and transforming the infrastructure base.

COMMON CHALLENGES

1. **Reduce Costs**

Pressure to reduce project and ongoing operating costs. Lack of experience in such initiatives often result in delivery timeline slippages, missed operational and service management efficiencies.

2. **Improve Service**

Transform the service by improving scalability and reliability (print oriented incidents represent a large percentage of technology service desk calls).

3. **Improve Fleet Structure**

Right-size the fleet structure through revisiting business requirements, uplifting business processes and delivering better training/comms, which is turn can deliver reduced costs.

4. **Transform Backend Infrastructure**

Transform the backend legacy environments in line with the organisation's strategy (migration to cloud/SAAS platforms).

SEISMA SOLUTION

coIB successfully delivered a complex Managed Print transition program across one of the major financial institutions in Australia.

We led the program through its entire lifecycle:

- From inception (development of the print sourcing strategy and business case)
- Through the go-to-market activities and vendor selection processes
- Then leading the implementation of the print transition
- And finally operationalising the service and delivering on the benefit profile.

RESULTS & BENEFITS

- 2,500 printers transitioned across 800 sites in less than 6 months, across a complex print user community of over 35,000
- A3 print fleet reduction of 83%
- 17% overall head office fleet reduction
- Operational print costs reduction of $3.2 million dollars per year
- Carbon footprint reduction per year: 260,000kg of CO_2 and 6 tonnes of landfill saved

SEISMA

SEISMA INSIGHTS

coIB has an intimate understanding of the commercial, technical, operational, regulatory and organisational challenges when transitioning and refreshing managed print services.

We have an established team of experienced resources and capabilities to address these challenges and have demonstrated success in expediting a transition project of this nature to deliver on the benefit profile.

coIB can lead and drive superior commercial outcomes by leveraging our strategic sourcing skills, negotiation techniques and our ability to tap into relevant market intelligence.