



Parexel Case Study

Supply Chain

Virtualisation

Data Centre

Unified Comms

Software

Managed Services

➤ **Managed Print Services**

Operating across 51 countries around the world, Parexel provides a broad range of consulting, clinical development and technology services to the biotechnology and pharmaceutical industries.

With over 2500 employees in the UK, Parexel continues to expand, and asked SCC's Managed Print Services team to consolidate and simplify its print infrastructure, adding new functionality and building in additional flexibility to handle its changing workflow.

The Challenge

SCC first began working with Parexel in 2005, after winning a three year deal in a competitive tender process to deliver a new print environment across its two UK sites in Nottingham.

At the time, Parexel's existing copying and printing infrastructure was disparate and becoming unreliable and the Company had seen its service and support costs increase. On appointment, SCC took time to analyse and assess current internal print usage and requirement before designing and installing a new document output infrastructure.

During this first phase, SCC was able to achieve a 40% reduction in cost and the success of the project led to Parexel re-appointing SCC to undertake a further review to upgrade and refresh its document output infrastructure in 2008.

With Corporate Social Responsibility (CSR) and cost the key priorities for Parexel, SCC's new service proposition needed to deliver environmental and financial efficiencies, whilst providing the flexibility to adapt to the organisation's changing workflow.

The sensitive nature of much of the information moving through Parexel also meant that security was an issue, with the Company keen to avoid

documents being printed and left unattended on devices.. The ability to audit all print, copy, fax and scan was also extremely useful, demonstrating to Parexel's customer base their commitment to service, security and accountability.

The Solution

During the first phase project, SCC consolidated Parexel's existing printer network into a new, single vendor HP platform and introduced a number of labour saving applications, such as automated supplies replenishment and break-fix alerts.

During the second phase, SCC introduced a new layer of application using SafeCom's smart printing services. Using a single printer driver and a single print queue, all print jobs are held on the server—allowing users to control and pick up their print at any printer location.

Though the number of colour HP MFDs was increased as a result of a new print usage analysis, rules were implemented forcing all web and email print to draft quality, double sided, black and white print.

All printers were also set to 'wake in the morning' and 'sleep at night', thereby saving energy and delivering on Parexel's CSR objectives.

“SCC brought to the process a degree of expertise which was crucial in evolving our managed print service to the next level in supporting the key objectives of continued cost reduction whilst aligning closely to our corporate sustainability messages”

April Newman, Parexel

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“SCC and Parexel have a strong relationship based on our local presence in Nottingham. Looking to the year ahead, SCC have the opportunity to extend the managed print service to all Parexel sites in the UK ensuring the benefits of lower costs and alignment to corporate responsibility objectives are enjoyed by the wider Parexel community.”

Tony Newman, Director,
SCC Document & Print Solutions

Security concerns were resolved by SCC integrating Parexel’s existing building entry swipe-card technology into the printer network. Readers to match the cards were attached to printers, thereby allowing employee attendance and printer use to be authenticated via the same technology. The system ensures that only the individual user can access their print through authentication at the device – thereby cutting down on wasted print and ensuring that sensitive material is seen by the user alone. At the end of each day the server purges any documents in the queue that have not been printed.

Users are now able to scan to email and folder, with all authentication handled by SafeCom. When a user swipes their card and selects email, their email address is automatically populated so that emails are sent directly to themselves. This prevents

anonymous emails and ensures an audit trail is maintained via the existing email server software.

User authentication and recording also allows Parexel to monitor individual and device usage and analyse print need to ensure the solution continues to meet the needs of the business. The solution is clustered to ensure that the network continues to deliver a high level of resilience and full availability at all times.

Since roll-out of the second phase, Parexel has seen a 10% drop in print volume and a 40% reduction in colour output. Meanwhile duplex print has seen a 40% rise. Parexel and SCC are working in partnership to continually review the status of the service so savings can be maximised and processes improved.

Summary of Benefits

Environmental efficiencies

In line with Parexel’s CSR commitments, the solution specified by SCC saves the Company power, paper and reduces network traffic.

User control

Using Safecom’s smart print services, Parexel can monitor individual users and introduce rules to change the way its employees print, ensuring that savings are maximised without inhibiting business processes.

Full audit trail

All print, copy, fax, scan to email and scan to folder are tracked through Safecom, ensuring that Parexel can comply with any audit request from their client base.

Service

The provision of the SafeCom solution has furnished Parexel and SCC with information on exactly how the devices are being used, who is using them, and what they are using them for at all times. This information enables us to work together to continually assess and adapt the service to match the changing needs of the business whilst also driving further reductions in costs.

