



TalkTalk Technology Case Study

Supply Chain

Virtualisation

Data Centre

Unified Comms

Software

Managed Services

➤ **Managed Print Services**

TalkTalk Technology is the network operator of the TalkTalk Group, a major telecoms business in the UK and wholly owned division of The Carphone Warehouse Group plc.

The Challenge

TalkTalk Technology was opening a new office in Irlam, Manchester and wanted to improve reliability and reduce print and copy costs across its existing site in Warrington.

SCC was appointed to assess current internal print usage and requirements with a view to designing and installing a new document output infrastructure.

Key requirements included the need for TalkTalk to retain as much of its current fleet in Warrington as possible to accelerate the return of investment and the delivery of environmental efficiencies as part of the Company's corporate social responsibilities. As a result, SCC needed to ensure existing devices were reliable, fit for purpose in terms of the new design infrastructure and capable of adapting to the Company's changing workflow.

The Solution

The new document output strategy consolidated TalkTalk Technology's existing printer network into a new, single vendor HP platform. Labour saving applications, including automated supplies replenishment and break-fix alerts were introduced alongside a new layer of application using SafeCom's smart printing services. With a single printer driver and print queue, all print jobs are now held on the server, allowing users to control and pick up their print at any printer location. Any un-collected print is purged at the end of each day, and TalkTalk Technology has reduced the amount of print usage and wastage through the introduction of revised web and email printing policies

In addition, all printers & Multi-Function devices are set to 'wake up in the morning' and 'sleep at night', to save energy and deliver on TalkTalk Technology's CSR objectives.

The number of colour HP Multi-Function devices has increased but the SCC analysis has also delivered a 40% reduction in colour output, a 10% drop in overall print volume and a 40% rise in duplex print. TalkTalk Technology and SCC will continue to work together to review the service on a regular basis to maximise savings and deliver further improvements.

“SCC uncovered a number of opportunities for us in their initial in-depth assessment. As our needs evolve, they've been able to respond with the appropriate insight and service adaptation. In addition this service has made a welcome and significant contribution to our corporate social responsibility objectives.”

Andy French, TalkTalk Technology



“TalkTalk’s desire to harness the solution to drive their CSR savings has made this a true partnership. TalkTalk & SCC have worked together to analyse usage and control costs, reduce emissions, power, paper and toner usage while also providing greater resilience and ease of use. SCC’s print team is committed to continually driving savings for our customer’s and adapting the service to meet the changing needs of the business.”

Mark Longley, Pre-Sales Consultant, SCC Document & Print Solutions

Summary of Benefits

Environmental efficiencies

In line with TalkTalk Technology’s CSR commitments, SCC helped the Company to reduce network traffic, power consumption and 38 boxes of paper in the first year. Changes to email print rules reduced colour printing by over 50%, increased duplex to over 80% usage - equivalent of £8,000 in savings.

Resilience

Users now enjoy 100% availability and can collect their print from any printer on either of TalkTalk Technology’s two sites. If a printer or server fails, business operations continue unhindered.

Additional functionality

All Multi-Function devices now incorporate scan to folder abilities, with access to all functionality controlled via SafeCom.

Full audit trail

All print, copy and scan to folder usage is tracked, allowing TalkTalk Technology to fully understand fleet requirements by the business, and enable cross charging if required.

Savings

- Reduction in paper usage by deleting uncollected print, and successful introduction of rules-based printing.
- Network traffic reduced by deleting uncollected print, reducing job resubmission, and through printer driver optimisation.
- Print related service calls significantly reduced (used to be the norm, now the Service Desk have trouble remembering their last print related call).
- The introduction of one print queue, simplifies the task of maintaining Active Directory profiles to authorise printer access across the business.

Service

The SafeCom solution has enabled TalkTalk Technology and SCC to work together to maximise savings and improve the Company’s environmental performance. The successful introduction of rules based printing has enabled TalkTalk Technology to reduce the amount of paper it uses, colour printing volumes and network traffic. TalkTalk Technology and SCC continue to work in partnership to manage the environment in the greenest and most cost effective manner possible.

