PaperCut™

Commercial Customer Story

Slashing branch office print costs

Management Need

It wouldn't be enough to simply create a system that cracked down on excess usage. Instead, Bullock's IT team started looking for a printing backend that would allow the group to find individual users and target them for over use. Bullock needed a printing network that would provide granular data and analytics, not just a system that could stop printing of specific types of documents.

The Solution

Downloading and implementing a 40 day trial sealed the deal for Bullock. During this time, the IT team decided PaperCut NG would be more than enough to meet the organization's needs.

Result

PaperCut NG worked as promised. Users who were overworking the print capabilities of the network could be identified, and provided with alternative solutions. The IT team not only save on their budget, they have a complete view of the entire organization's printing needs, providing them with a more comprehensive picture of what's happening at any time.

> "Through the User Job Log in the Admin console, we identified a high volume user and changed their print workflow to emailed PDFs."
>
> ICT Co-ordinator, Greg Morley on PaperCut NG.

Customer Profile

Bullock West Midland
Country UK
Users 350
Website unitedliving.co.uk

Bullock is a leading service provider in the social housing sector in the UK, operating for over 50 years. Bullock delivers both new build and refurbishment projects in line with the UK Government's affordable homes and decent homes initiatives.

In 2014 United Living Group was formed from the merger of Bullock Construction Ltd and United House Ltd .

Configuration

Product PaperCut NG
Workstations 350
Grayscale Printers 150
Color Printers 50
Primary Servers 1
Secondary Servers 1
Workstations Windows

"The thing about PaperCut is that over the years we have learned to look at the 'whole package' – product, service levels and people – and whilst PaperCut NG shines with a great product, it's the people and the personal touch that have really made a difference," says ICT Co-ordinator, Greg Morley,

A major restructure demands reform

Following a corporate restructuring in 2005, the number of branch offices expanded from eight to 40.

The cost of printing consumables at the branches was consistently over budget, leading Bullock to look for a print management solution.

Greg Morley, ICT Co-ordinator at Bullock, contacted a local consulting company about auditing printing at the branch offices in order to get a baseline on print volumes. It wasn't long before the IT team discovered PaperCut NG after some preliminary research.

A trial becomes a permanent fix

After downloading the PaperCut NG free 40 day trial, the IT team collected print data from a few departments. Using the trial software during this period was enough to convince the team that PaperCut NG would address Bullock's print management requirements.

Full deployment took about five weeks. Printer configuration was standardized across the company using one template to configure all printers and plotters. The template includes set per-page pricing based on paper size, with a discount for grayscale. This will help to allocate print charges in the future.

Users are aware that printer usage is monitored, with configuration in silent mode so that workflow is not interupted. Team managers are notified if employees are on the top 20 highest print users report.

Making use of reports

PaperCut NG's reporting offers more than just usage statistics:

▶ Comparative print volume analysis identifies equipment that is underused in one area of the company, so that it can be moved to a higher usage area.

▶ Lists of users with zero pages of printing helps to identify users who are printing under another login or who have left the company.

▶ PDF printers are tracked as a measurement of print savings.

While most of the information from PaperCut NG is used to leverage print resources and save printing consumables, it's also used to provide data for environmental reports which help to verify the company's green ethos with it's customers.

Cost benefits from the beginning

PaperCut NG began paying for itself immediately after implementation.

In one case a high volume user was identified through the User Job Log in the Admin Console. After further research it was discovered that the Quantity Surveyor was printing dozens of physical certificates and having them hand delivered to clients. The Quantity Surveyor was instructed to email PDFs instead, saving printing, postal and labor expenses.

What's next?

Bullock is reviewing a proposal to lease a printer fleet for a per-page rate. "If we do outsource the printers they will continue to use PaperCut NG to manage the internal print culture and to monitor the leasing company's charges." said Morley.

Other future plans include using Shared Accounts to allocate printing charges to departments, and continued incremental adjustments to internal policies based on feedback from reports.

To start identifying your top users, email or visit
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