

PaperCut Slashes Branch Office Printing Costs

Bullock West Midland, England

Bullock is a leading service provider in the social housing sector in the UK and has been operating for more than 50 years. Bullock works with organisations of all types (including arms length management organisations, local authorities, transfer companies and traditional housing associations) to deliver both new build and refurbishment projects in line with the UK Government's affordable homes and decent homes initiatives. Bullock aims to provide its tenants and residents with high quality, sustainable and affordable homes and make a real difference to their quality of life.

- Fast ROI
- One template configures all printers and plotters
- Simple deployment across 40 branches

The Challenge

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, and so Bullock decided to look for a print management solution.

Greg Morley, ICT Coordinator at Bullock, contacted a local consulting company about auditing printing at the branch offices in order to get a baseline on print volumes. Martin Lewis, IT & QA Manager, researched print management on the Internet and discovered PaperCut. Martin found that the total cost for PaperCut was less than the cost for the initial audit that was proposed by the consultants.

How PaperCut Helped

Martin downloaded the free 40 day trial and used the trial period to collect print data from a few departments. Using PaperCut during this trial period was enough to convince Martin and Greg that PaperCut would address Bullock's print management requirements. Full deployment across the company took about five weeks.

PaperCut 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.

"It's a great product. It does 'what it says on the tin' and it does it very well. The product has never broken and it has gone through multiple version upgrades over the years, including successful synchronization of multiple Active Directory changes. New features are added in a sensitive and organic manner," says Martin, who is responsible for ongoing management of PaperCut at Bullock.

*PaperCut -
Save your
budget while
you save the
environment*



Increase
Printer
Availability



Pays for Itself



Activity
Monitoring



Self Maintaining

sales@papercut.com
www.papercut.com

Bullock West Midland, England

For Martin, management is simple as printer configuration is standardized across the company by 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.

Users are aware that printer usage is monitored, but PaperCut is configured in silent monitoring mode so that it does not interrupt workflow. Team managers are notified if employees are on the top 20 highest print users report.

PaperCut'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 help 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 is used to leverage print resources and save printing consumables, PaperCut is also used to provide data for environmental reports, helping to verify the company's green ethos with its customers.

What's Next for PaperCut at Bullock?

Bullock is currently reviewing a proposal to lease a printer fleet for a per page rate. Greg says that if they do outsource the printers they will continue to use PaperCut to manage the internal print culture and to monitor the leasing company's charges.

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.

"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 shines with a great product, it's the people and the personal touch that have really made a difference," says Martin.

PaperCut Configuration Summary

PRODUCT:
PaperCut NG

INSTALLED:
2005

USERS:
350

WORKSTATIONS:
350

GRAYSCALE PRINTERS:
150

COLOR PRINTERS:
50

CONFIGURATION:

PRIMARY SERVER:

Windows 2008 Server

This server is also the Primary Domain Controller and the main file server.

SECONDARY SERVERS:

Branch Print Servers:
Windows 2003 Server

Workstations:
Windows XP SP2

WORKSTATIONS:

Windows XP SP2

Bullock Construction uses PaperCut secondary servers extensively. Each of the 40 branch offices runs a secondary server as a branch print server, hosting the shared printers in the branch office.

The PaperCut secondary server component is also installed in the workstation image that is pushed to all workstations, ensuring that any printers that are locally attached to the workstations are also tracked.

 sales@papercut.com
www.papercut.com