

BRINGING PRINT INTO YOUR CLOUD ECO-SYSTEM

“Xeretec are a great partner, a model for Managed Print and also a model for other vendors we partner with. We now seek this level of service from all of our vendors across the Aurivo business”

David O’Sullivan, Head of IT, Aurivo

ABOUT AURIVO

Aurivo is a global food and nutrition business bringing clean and green quality products from sustainable Irish farms to the world stage. Aurivo consists of 40 sites across the North West of Ireland and employs over 700 people. Aurivo’s aim was to create a reliable, strategic, and long-term partnership with an outsourced managed print expert, bringing their print infrastructure into their integrated cloud ecosystem.

“Reliability is key to ensuring a high quality experience for technology users. Strong relationships with strategic partners, such as Xeretec, ensure that we can meet users expectations.”

David O’Sullivan, Head of IT, Aurivo

THE MPS SERVICE

With quarterly reviews using data conducted from Pulse, Aurivo’s users have gained confidence in the MPS service Xeretec provide. “The roll out was excellent and the replenishment of consumables is always very reliable. The support model just works, especially if there is ever any need to escalate issues.” Therefore, when Xeretec propose equipment upgrades to improve operational capabilities it becomes a “no brainer”.

THE CHALLENGES

- > A current print environment which was heavily break fix, with high levels of unreliability
- > Old and inconsistent hardware – Xeretec’s initial print review revealed 94 different models of printers and fax machines
- > Two employees were maintaining the print fleet for 40+ sites, resulting in unnecessary travelling, wasted time and high temporary fix costs

SOLUTION

xerox



OptimiCapture

- > New managed fleet consisting of 120 ConnectKey enabled devices. This includes MFPs (colour and mono) and larger devices in the HQ offices
- > Xerox Workplace Suite deployed on HQ devices - including Follow me print & Mobile printing
- > OptimiCapture deployed on HQ devices providing automated workflows

THE OUTCOMES FOR AURIVO

>20%

Cost reduction

95%

Reduction in no. of models supported

100%

Reallocation of support staff

REDUCING COSTS

The initial print assessment was undertaken as an enabler but it was returning a ROI at the same time, due to the ability to provide so many additional elements of support and capabilities. The original proposal set out a 20% cost saving but Xeretec were able to overachieve on that figure with the follow me print application helping reduce costs even further.

MINIMISING RISK

Xeretec worked with Aurivo to introduce Secure Pull Printing on the HQ devices, this removes the risk of unattended confidential documents being released without author presence.



CREATING A BETTER EXPERIENCE

Guests visiting Aurivo can now print with no hassle using the mobile print solution. By simply emailing documents to an address with attachments, the documents are queued, a release code is emailed back and the guest can go to any HQ equipped device to release their documents. Follow me print has also helped staff print from alternative devices as phones or tablets are recognised as being enrolled on the system. They can simply release their emailed job from these devices by entering their normal secure pull print PIN.

INCREASING PRODUCTIVITY

As Aurivo have migrated to the cloud and adopted M365, Xeretec introduced the concept of increased connectivity to these platforms by integrating OptimiCapture. This enables processes that involve data on printed documents to be automatically scanned and relevant information extracted, merging the output into SharePoint for onward processing. For example, the finance team at Aurivo have an efficient and accurate automated workflow in place when scanning invoices into Dynamics 365.

“It’s amazing how much time you can waste maintaining unreliable print services; Xeretec provide a highly reliable service that just works.”

David O’Sullivan, Head of IT, Aurivo

REDUCING ENVIRONMENTAL IMPACT

By reducing the need for IT teams to visit remote sites, and by carefully applying optimisation programmes through the lifetime of the partnership, Aurivo have reduced their overall carbon footprint from energy consumption and travel.

A PERFECT PARTNERSHIP

Since teaming up with Xeretec, Aurivo enjoy the benefits of a world class print eco-system married with the interaction and account support from the local Xeretec team; a true reflection of Xeretec’s standing with Xerox as a Platinum Concessionaire and the largest independent MPS provider in Western Europe.



XERETEC **ABOUT US**

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

WANT TO LEARN MORE? **GET IN TOUCH**

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