

SEARCH CONSULTANCY CASE STUDY

"From day one, the service from Xeretec has been superb, and that quality of service has been maintained throughout this relationship. Xeretec is always thinking about and proposing new ways of making our printing easier. The service has proved to be proactive as well as highly efficient."

Mandy Bell, Director of Business Solutions

The recruitment industry is, naturally, about people. Treating everyone as an individual and understanding their specific career goals and aspirations is essential, as the ethos and success of Search Consultancy testifies. With 14 offices based across the UK and 500+ employees specialising in 24 industry sectors, the company has built up an enviable reputation amongst clients and candidates for providing a high quality recruitment service.

RECOGNISING THE NEED FOR MANAGED PRINT

With a deep understanding of the importance of individual requirements, Search Consultancy saw a natural fit with Xeretec and the personal, tailored and attentive service it displayed when tendering for the company's Managed Print Service (MPS) contract. Twelve months on, the relationship between the two companies is even stronger, with Xeretec delivering on its promise to reduce the company's print costs, its print fleet and to simplify the process for reporting and resolving any print related issues.

When Search Consultancy decided it was time to review its print fleet and some of its document-related work processes. They had a mixed brand fleet of 140 devices that comprised ageing printers, copiers and fax machines were beginning to prove unreliable and costly. Each of the company offices had at least three machines - one to print, one to copy and one to fax and multiple service contact points when devices went wrong. Furthermore, the lack of any reporting mechanisms meant that the company had no insight into its true print overheads.

THE MOVE TO A MANAGED PRINT SERVICE

Determined to address its print fleet challenges, Search Consultancy invited three companies to tender for its MPS.

As Mandy Bell, Director of Business Solutions explains "We knew we had to do something about the age of the fleet, and see what options were open to us in the market place to drive greater operational efficiency from a print fleet. We were quite open with the companies we met, and explained that we are new to the MPS concept and what it can do for us as a business. So the meetings were an education for us, too. Not only was Xeretec really informative, but its sales technique was not to over-sell to us. Instead, they took the time to understand our business, and the challenges we faced as a company. Xeretec made no attempt to sell us something that we didn't need."

PROGRESS MADE SIMPLE

Based on the experience, knowledge and considered sales techniques it displayed, Xeretec was awarded Search Consultancy's MPS contract. Xeretec reduced the company's print fleet down to just 40 devices, divided across two Xerox multifunction devices. "The roll-out and install was very easy. Once the devices were up and running we were immediately impressed by the quality of the devices," continues Mandy.

During the roll-out, a one-day training programme was conducted on-site. To accelerate staff familiarity with the new devices and get up to speed quickly, Xeretec further provided its value by producing a bespoke training manual for Search Consultancy staff to refer to. As Mandy states: "We just expect things to work. Standardising on two devices and having easy to read documentation available, means that everyone is familiar with the devices and how they work, irrespective of the office they are working from."

Simplifying the print fleet brings further rewards. Life is now less complicated for Search Consultancy thanks to Xeretec's centralised help desk support. Today, to resolve any print device related issues, the company needs only to call Xeretec. Invoicing has been simplified, too. The company had multiple invoices from multiple suppliers, and now it only receives one invoice from Xeretec per quarter.

MORE EFFICIENT WAYS OF WORKING

The new fleet's scanning function has also optimised a document workflow process at the company. Previously, it did a lot of scanning because it processes thousands of timesheets.

These used to be copied and scanned; now, they are quickly scanned, stored and distributed electronically. As the company is ISO 140001 accredited, this has helped it to ensure that it is minimising processes that negatively impact the environment. Furthermore, by scanning and distributing documents electronically, the company has reduced the need for couriers and special delivery services.

From a device perspective, an additional cost saving has been realised through specifying printers that offer double-sided printing, which has resulted in a considerable drop in paper consumption.

BUILDING A SUSTAINABLE BUSINESS TOGETHER

Before working with Xeretec, Search Consultancy had no clear insight into how much it was printing or spending on print. Thanks to intelligent reporting, it now knows exactly what it is paying.

The value of Xeretec's new solution has been easy to measure in terms of costs saved, as Mandy attests "From day one, the service from Xeretec has been superb, and that quality of service has been maintained throughout this relationship. Xeretec is always thinking about and proposing new ways of making our printing easier. It has proved to be proactive as well as highly efficient." A glowing endorsement from Search Consultancy that demonstrates just what can be achieved when the right match is made.



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**

Tel: 0800 074 8136
Email: info@xerotec.co.uk

