

ANDREWS PROPERTY SERVICES CASE STUDY

"All of the work we've done to date has been delivered excellently, I've really enjoyed working with the team. All of the work has been delivered to a consistently high standard. It's one of the most enjoyable working relationships I have, Xeretec is for my mind one of the greatest customer services companies I've ever worked with. For a print services company to be in that position is quite remarkable."

- Will Newell, IT Manager, Andrews Property Services

Andrew's Property services were in a MPS contract, it worked but it didn't work for them. They had device quality, reliability and service issues so looked elsewhere for their MPS support. There are many MPS providers available but Andrews recognised that with Xeretec they would get a bespoke solution which would go above and beyond to exceed their business objectives and due to frequent monitoring the solution would ensure the fleet would remain fit for purpose throughout the contract.

PRINT QUALITY

As a high street estate agency it is vital to Andrew's Property Services to be able to produce quality printed material, Will Newell, IT Manager explains, "We're a residential property services company so printing property details is really important. We need to be able to provide good quality brochures to our customers and vendors." Alex Bowater, Branch Manager went on to explain, "in the (branch) windows we have a large window display and we need to showcase our properties at their absolute best."

It's not just the printed output that needed to be of high quality, Alex went on to clarify, "Scanning quality is also important because the documents need to be legible, we may need to come back to them in years to come."

Due to the emphasis on quality, clear through the tender and the print assessment,

Xeretec suggested and consequently installed a fleet of Xerox 7800 series devices to ensure both scanning and print quality would be high and consistent.

SERVICE SUPPORT

Previously, the company had a disparate mix of unmanaged print devices which proved to be costly to run and complex to manage, as Damien Francis, Global Head of Client Technology explains: "Originally Henderson had approximately 50 multifunction printers (MFPs), and 150 or so standalone devices in the London office. The MFP devices were very old and were starting to cost us a lot of money in terms of maintenance." Xeretec's strategy of device consolidation has seen in excess of 100 print devices within the London office reduced to 42 highly efficient, modern MFPs, which feature Equitrac Intelligent Print Management software.

*as at 31 December 2016

CHANGE OF CULTURE

Following a print assessment, Xerotec suggested device consolidation and the introduction of a secure print solution. Quite significant change can be met with resistance from the end users as Nick Wright, Finance Director goes on to explain; "There was initially some resistance and scepticism in reducing the number of print devices really down from 270 to 120 because people liked having their own individual printer and they didn't trust the fact that it could work well sharing a printer. Actually because of the follow me printing and the security that provides we've had no problem at all. Xerotec helped us change the mindset there."

SECURE, COMPLIANT SOLUTION

Another key objective was for the printer fleet to provide tighter security to help comply with the GDPR guidelines. Will Newell goes on to explain, "With the new legislation there's a real onus on us to make sure that we are securing our information correctly, and being able to track where that information goes. Security is important to us because we handle a lot of personal information for our customers which shouldn't be published."

COST CONTROL

With a tighter control on the printing across the business, a secure print solution and optimisation across the fleet devices there was always going to be a reduction in wastage and consequently a reduction in cost to run the fleet. Xerotec worked with Andrews to achieve cost savings as part of the project and as Nick goes on to explain they did very well.

OPERATIONAL EFFICIENCY

Overall the relationship between Xerotec and Andrews is very positive as Will explains "All of the work has been delivered to a consistently high standard. It's one of the most enjoyable working relationships I have, Xerotec is for my mind one of the greatest customer services companies I've ever worked with. For a print services company to be in that position is quite remarkable."



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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.

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