



*“If you can’t measure it, you can’t manage it. If you can’t manage it, you can’t improve it.”*

Jack Welch, former CEO, General Electric

# Holmesdale Building Society

## Case Study

The Audit carried out by UTAX CONSULTING Partner



### UTAX CONSULTING: Cutting the cost of printing

*Printing is a business expense that has traditionally remained shrouded in mystery. But now an innovative new auditing solution from UTAX sheds light on the subject, enabling companies like Holmesdale Building Society to accurately measure these costs – and make impressive savings.*

#### Benefits

- **Instant return on investment** with over 300% saved per printed page
- **PLUS – Additional cost savings of £8,000** over five years
- **Increased productivity** through reliability and interconnectivity
- **Business continuity** if a printer breaks down staff can now print to any machine from any PC
- **Greater flexibility** as each floor now has print, copy, fax and scan capability
- **Future-proofing** through scanning capacity
- **Single Supplier** for all printing requirements

### Rising printing costs

Many businesses today are completely unaware of the amount they are spending on printing. Often, these costs can be much greater than they think. But with no easy way of measuring them, it’s impossible to know how to generate savings.

For Holmesdale Building Society, not only did they suspect that printing costs were excessive, but unreliable and disparate printers, copiers and faxes were slowing down operations. This Surrey-based financial institution had fourteen machines, from different manufacturers, with limited functionality and which used excessive amounts of consumables and energy.

As Nick Pettitt, IT & Compliance Manager, explains: “We knew it was time for more robust and efficient machines. As it was we were having to upgrade our printers on almost a yearly basis. But we needed a way to quantify our printing costs before we could begin to think about making savings and increasing productivity.”



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### Seeing the wood for the trees

Holmesdale approached a UTAX partner for help. This partner, a leading print consultant, has been selling UTAX products for over fifteen years because: "UTAX machines are not only good value, they just don't break down."

Using the pioneering new UTAX CONSULTING solution, the printing consultant carried out a print audit of Holmesdale's existing machines and calculated the average cost per page for the company. At an average of over 5p per page, this was several times greater than had been anticipated.

Thanks to UTAX CONSULTING software though, it was possible to determine a more efficient page production solution. Holmesdale consolidated to eight new UTAX models for copy, print, fax and scan on the recommendations of the UTAX partner. "As UTAX machines can be operated on a metered basis, it's now easy to keep track of expenditure," says Nick.

Nick was extremely happy with the project: "Installation, configuring and training was thorough and done with little interruption to the business. UTAX has really impressed us with the level of after sales care. They're always on hand to answer our queries and offer technical support."



For further information please contact:

### A win-win situation

Often, too much emphasis is placed on buying low-cost printing machines, whereas in reality it is the total cost of ownership that can be much more draining on a business. But using a combination of UTAX CONSULTING and UTAX equipment, it was possible to ensure impressive long-term savings for Holmesdale Building Society.

Not only did the printing solution pay for itself, but Holmesdale made further gains by choosing UTAX over a leading competitor, who charged more per month, offered fewer printers for more money and provided no consulting. It now has a printer maintenance agreement that creates an incredible saving of over 300%.

What's more, it has saved an additional £8,000 over five years, which is a significant figure for a small building society.

Holmesdale has also increased productivity through the ability to customise equipment to their needs, to have printer, fax, scan and copy functions on each floor and to network all the systems together. This is enhanced by the fact that UTAX machines are much more reliable and energy efficient.

And the solution offers more savings for the future through its scanning capability. "We intend to begin scanning documents to ease ever increasing compliance requirements," says Nick, "This could have cost us thousands, but now we have the equipment we need integrated into the printers."

He adds, "We are delighted with the UTAX solution. In particular the fact that we have received such high quality technology for no cost at all. In fact we have saved money by doing this, and will continue to do so into the future."

### UTAX CONSULTING: Lifting the lid on printing costs

UTAX CONSULTING is a pioneering process that enables accurate measurement of a company's printing expenditure. It's then possible to evaluate an optimal cost-saving solution, configured to customer requirements.

The three stages in the UTAX CONSULTING process are:

- **Audit**

A UTAX trained consultant carries out a print audit, typically involving several printer meter readings taken over three months.

- **Analysis**

An average cost per page is calculated for each printer and then for the entire company, taking into account extras such as paper, consumables and engineers' fees. Most companies are surprised to learn how high this figure can be.

- **Report**

Using UTAX CONSULTING software, the consultant works out exactly what combination of new machines will create the most savings and then offers recommendations for improvement.

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