



C U S T O M E R F O C U S

Lexmark fits the bill with Dartford Borough Council



OPTIMISE YOUR HARDCOPY OUTPUT WITH LEXMARK PRINT TECHNOLOGY

The Organisation

Dartford Borough Council is a large organisation with 500 pc users located across the borough. Richard James, Head of IT is responsible for the support and maintenance of the entire IT fleet, including PC's, output devices and network architecture.

The Challenge

Dartford Borough Council's existing print environment consisted of multiple device types, from various manufacturers (Panasonic, HP, Kyocera and Brother). Some budgets were held departmentally and staff were able to purchase IT products from any manufacturer.

Richard James could see the hardcopy output issues were escalating and with no print strategy in place believed there was opportunity to achieve substantial cost savings.

The multi-product environment caused inherent problems. Reliability was a key issue; in particular the Kyocera laser, which continually failed and resulted in a high number of help desk calls.

Management of devices had also become a concern. Dartford Borough Council had no means of measuring toner usage, downtime, or controlling printer functionality settings. Users could alter device settings and due to lack of familiarity by users of multiple devices, helpdesk calls were continuing to escalate.

The Lexmark Solution

After consulting Integrex about their printing requirements, Dartford Borough Council decided to standardise on a single manufacturer. Lexmark were chosen as the clear winner as a result of the ability to offer:

- Broad product range
- Total cost of ownership
- Printer management solution
- Technical expertise
- Support
- Reliability

Working in partnership with Dartford Borough Council Lexmark assisted Richard to create a solution to meet the objectives of his hardcopy output strategy. Procurement was centralised, and departments could only buy with the approval of the IT department.

The decision was made to standardise on Lexmark wherever possible throughout the council. To support home users Lexmark inkjets were implemented offering high quality colour output. Within the office environment a fleet of networked mono and colour devices were installed. To accommodate the print, copy, fax and scan functions within the secretaries pool an X620e multifunction printer fulfilled the department's requirements.

“ Consolidating on a single make of printers has greatly reduced our support overhead. ”

“ The Council chose Lexmark for it's price and performance, they continue to deliver. ”



PRINT-MOVE-MANAGE services

Printer management software (MarkVision Professional) was installed providing centralised device management and enabled the IT staff to monitor and control all Lexmark devices in real-time.

To facilitate the production of council tax bills the W820, Lexmark's departmental printer was installed.

The Business Benefits

The standardisation of Lexmark devices has dramatically enhanced the hardcopy output environment within Dartford Borough Council and has brought a number of benefits to the organisation. "Consolidating on a single make of printer has greatly reduced our support overhead." said Richard James. Costs associated with the printing, support and maintenance have been reduced considerably as control and visibility of the print architecture and been achieved via MarkVision.

Ease of use and reliability

In the initial stages of the rollout Dartford Borough Council could instantly see the benefits. The implementation of IP printing streamlined the installation process, coupled with consistent driver interface and the device policy installation features of MarkVision Professional the process was simple.

"Moving to IP printing has simplified printer setup and greatly increased reliability".

End user training was also proved to be an easy task, as the operator panel on all Lexmark devices are the same. Users only have to be trained on a single device to have the ability to use any Lexmark device, the results - reduced user intervention and downtime of devices.

The features of MarkVision Professional has enabled the IT department to gain total control of their printing environment, and Dartford Borough Council have utilised a number of the applications features and reaped the business benefits.

These have included:

Locking of operator panel - Restricting the ability for users to change the setting on printing devices has allowed the IT depart to create a standard for the users. User intervention and related helpdesk calls have been eliminated.

Asset Management & Trend Analysis - The ability to see all Lexmark devices as well as competitive models has given complete visibility. IT staff can see whether devices are under or over utilised and ensure device ratios are measured.

Real time printer monitoring - Being able to resolve printing problems from a central location has increased productivity among the IT staff. Administrators can ensure they identify and resolve the printer issue before visiting the location therefore reducing downtime.

Supplies Monitoring - The supplies monitoring feature has enabled the council to ensure that the right supplies are ordered when needed and on time, reducing money being tied up.

The future

As a result of the printing solutions success, Dartford Borough Council have expanded their Lexmark device fleet. In the long-term the council expects to consolidate on multifunction products. For the Council this will mean a significant reduction on support, supplies, training and maintenance costs.

Challenges:

- Gain management control of the printing infrastructure.
- Reduce administration, training and support costs.
- Physically reduce the number of supplies items, the cost of their procurement and storage.
- Standardise on network attached output devices.

Solution:

- Installation of Lexmark networked mono and colour laser printers
- Deployment of MarkVision Professional network management software.

Results:

- Global fleet management
- Reduced engineering and service costs
- Reduced training costs
- Reduced administration
- Increased workgroup productivity
- Reduced user intervention

