



How installing Papercut Secure Release / Follow Me Solution improved a charity's compliance and control over their print

Introduction

Diabetes UK is the leading British charity for people affected by diabetes, providing everything from care and support to prevention, campaigning, fundraising and research.



Founded



Sites

Their vision is a world where diabetes causes no harm. The charity consists of 5,000 volunteers, 6,000 healthcare professionals and 300,000 supporters who work together to face the challenges of diabetes.

They provide a wide range of products and services that are designed to help sufferers manage their diabetes, such as looking for insurance, information, or just someone to talk to.

The Client's Challenge

We first started working with Diabetes UK in 2005, supporting the print equipment at their head office.

As the charity grew, so did their print fleet and lack of control over the equipment they had. Diabetes UK had a variety of different printers and copiers in their fleet, therefore their main aim was to improve their print management by rationalising their devices.

Another equally important factor was to save costs without compromising resource, quality, functionality, service or support. Following a review of Diabetes UK's print infrastructure, it became evident that the amount of documents being left on the print tray was increasing the charity's print costs and print waste.

The unaccounted for documents could also pose a potential security risk to the organisation. With no secure solution or audit trail in place to track user activity, it was almost impossible for them to monitor who was printing what and when.



Client:
Diabetes UK

Website:
www.diabetes.org.uk

Client Industry:
Charity

What we deliver:
Managed Print Service and
Papercut Secure Release /
Follow Me Solution

Key Results

- > Compliant solution with full audit trail
- > One point of contact for print management
- > Improved control over print fleet
- > Enhanced security and compliance
- > Significant cost reduction



Our Solution

Ethos conducted an audit of Diabetes' print infrastructure across their head and regional offices. We concluded that the Charity would benefit from a unified fleet of centralised Multi-Functional Devices (MFD's).

After carefully evaluating Diabetes UK's print fleet, we decided that the charity would advantage from Ethos' PaperCut Secure Release Follow-Me Solution across their head and regional offices.

This solution gives Diabetes UK the ability to monitor and view all printer activity, as well as control specific user functionality

Results



Ethos is now the exclusive Managed Print partner for Diabetes UK, providing equipment, service and support.

The charity now benefits from a centralised fleet of MFD's which have been placed under Ethos' bespoke Service Agreement. Under this Agreement, the charity has highly specialist delivery and implementation for their entire document workflow across their Head, and other regional, offices.

Under Ethos' solution, Diabetes UK now have complete management, control and visibility over their user's activity. The Secure Release Follow-Me Solution improves the charity's security and compliance, Enhancing the security of their print fleet was a key objective in protecting the organisation from external threats as well as internal documents falling into the wrong hands. Furthermore, print waste and costs are kept to a minimum.

“ **Ethos' account management, tech support and logistic teams are very efficient and knowledgeable. At the last renewal we did a market review and still found them to be the best in price and quality.**”

IT Projects and Operations Manager, Diabetes UK

Improving your communications

At Ethos, we have a customer first approach. What differentiates successful organisations from the competition is their ability to deploy technology to solve identifiable business challenges and create new opportunities for efficiency and growth.

That's where we come in. We get to the heart of our customers' business objectives and our bespoke service allows us to create solutions that ensure you get the greatest possible value from the technology deployed.

With over twenty-five years' experience and 4,000 customers worldwide, we work with the leading providers, including Konica Minolta, Xerox and Ricoh to become part of your extended team - a single contact point for your document workflow, managed print and production print needs.

Quote Code:
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Free Print Audit?

Ask one of our representatives today:

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