

Case Study

London Transport Museum



How (WKR) solutions created a secure and reliable print infrastructure for the popular tourist attraction.

Introduction

London Transport Museum explores the story of London and its transport system over the last 200 years.



Opened



Sites

Based in the Grade II-listed Flower Market building in Covent Garden Piazza, it highlights the powerful link between transport and the growth of modern London, culture and society since 1800.

They care for over 450,000 items across their museum and depot – preserving, researching and acquiring objects to use in their galleries, exhibitions and other activities.

The Client's Challenge

London Transport Museum had an extremely fragmented print infrastructure.

Over the years, the charity had acquired an overpopulated print fleet which spanned across the Covent Garden Museum and the Acton based Depot.

The devices were a mixture of makes, models and features, therefore London Transport Museum were looking to unify their print fleet with devices which could provide their staff with the ability to perform day-to-day print, scan and copy jobs with ease.

In addition to this, it was important that their print was secure and compliant. There was no audit trail in place, which made it difficult for them to monitor employees print activity or control who could print what and where.



Client:
London Transport Museum

Website:
www.ltmuseum.co.uk

Client Industry:
Transport

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

Key Results

- > **Single point of contact for entire print fleet**
- > **Secure and compliant solution**
- > **Reduced costs and paper waste**
- > **Unified fleet of Multi-Functional Device's**
- > **Rationalised billing**





Our Solution

Following an audit of London Transport Museum's print fleet, Ethos found that they would benefit from our Managed Print Service (MPS).

Ethos began by rationalising the number of printers, implementing Multi-Functional Devices (MFD's) at the museum and depot. We provided equipment with the capacity, duty cycles and functionality to meet staff's requirements.

These devices were placed under Ethos' MPS solution to ensure consumables are continually available to them. In addition, London Transport Museum now receive dedicated account management, parts, labour, maintenance and Service Level Agreements.

Ethos also installed PaperCut Secure Release / Follow-Me Solution onto all the devices, meaning that staff must present a key card or passcode before using the device or releasing print jobs. This is a solution which is proven to reduce costs in the long-term

Results



Ethos are now the single point of contact for London Transport Museum's print fleet.

The museum now benefits from a unified fleet of Multi-Functional Devices across all their sites which provide improved reliability, robustness, security and accountability.

Under Ethos' Managed Print Service, London Transport Museum's operational and financial processes are enhanced thanks to rationalised billing, reduced costs and increased performance.

The Secure Release / Follow-Me solution assists London Transport Museum with the forthcoming GDPR compliance and provides them with a full audit trail of print activity. The solution also reduces paper waste by up to 18%, boosting the museum's environmental responsibility.

“ 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.

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