



Total Remedy at The Royal Surrey

Case Study

Total Solutions

Print Management

- Printers
- Copiers
- Facsimile

Company

Royal Surrey County Hospital

Location

Guildford, Surrey



Total Equipment Services (TES) is delighted to announce that we have won through competitive tender a print management contract with Royal Surrey County Hospital NHS Trust for the supply, repair and maintenance of the Hospital's print, copy and facsimile equipment. Our aim is to provide an effective print management strategy for the customer by reducing the Total Cost of Ownership (TCO) of their equipment fleet, increase machine 'uptime' and boosting productivity.



"Our service team manages and repairs the Hospital's 500 machine strong fleet of printers and faxes."

Gareth Weller, Account Manager

TES undertook a site survey to identify, evaluate and provide an accurate asset register of the Trust's printers and copiers. Using this and volume information, we undertook a cost analysis of their machines and proposed a solution to reduce their print costs without impacting on productivity. Our recommendation was to replace their ageing copiers with Multi-Functional Devices (MFDs) that allow the customer to copy, print, scan and fax. This approach would allow the customer to rationalise their population of printers and faxes. This approach would allow the customer to rationalise their population of printers and faxes. By imposing print volume controls on their existing printers and MFD's ensured that large jobs would be directed to the on-site Print Centre

which offered them their best value for volume output.

TES project managed the installation of over 40 walk-up copiers and MFDs over one weekend, coordinating and co-operating with the previous incumbent supplier's exit strategy and the Hospital's IT department. We ensured a swift transition to TES's service proposition with minimal disruption to the Trust. Full training was provided at the time of installation and at periodic stages throughout the year to ensure that end users on shifts and new recruits received the required level of training. All servicing and repair requests are managed through the on-site print centre. Repair requests and technical assistance are provided by on-site Hospital personnel backed up by our off-site engineer base.

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The Service Level Agreement with the customer requests that all copier and MFD, printer repairs are responded to and fixed within strict timeframes. In addition to providing service repair and support TES manage the supply and distribution of consumables from the print centre to ensure that toner is always available and fitting advice and assistance can be provided if required.

TES manage and repair the Hospital's 500 machine strong fleet of printers and faxes. The print centre personnel have been trained to provide first fix assistance to end users through manufacturer training facilitated by TES. All repair requests are responded to, fixed or swapped out within strict timeframes. This SLA was the cornerstone of our repair strategy to ensure minimal downtime for end users. All swapped out machines are

sent off site to our workshops for refurbishment, with all un-repairable machines being returned to manufacturers' for recycling. The hospital was keen to keep repair spending to a minimum but without impacting on productivity. TES agreed to refurbish key printer components wherever possible using our wear grading policy, and this has helped to prolong the life of older printers and reduce environmental waste.

When repairs are not economic or when printers do not meet with end users needs, TES conducts a survey of the user's requirements and recommends a suitable replacement. This ensures the end user gets a printer, fax or MFD that meets with their requirements and the hospitals print management strategy and budget is adhered to.



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Gareth Weller, Account Manager



Total Equipment Services is a division of Total Postweigh International Ltd.

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