![ethos]

## At A Glance

**Challenges:**

> Lack of control over their print fleet equipment.

> Needed to reduce print waste and save costs.

> Potential security risks due to unaccounted documents.

**Benefits:**

> Compliant solutions with full audit trail.

> One point of contact for print management.

> Improved control over print fleet.

> Enhanced security and compliance.

> Significant cost reduction.

**CASE STUDY**

# How installing a Print Software Solution improved a Charity's compliance and control over their print.

Diabetes UK is the leading British Charity for people affected by diabetes, providing everything from care and support to prevention, campaigning, fundraising and research. We first started working with Diabetes UK in 2005, supporting the print equipment in their Head Office. Ethos is now the exclusive Managed Print Partner for Diabetes UK, providing equipment, service and support.

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 challenge 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 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 the 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 waste.

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

## THE MANAGED PRINT SERVICES SOLUTION

### We conducted an audit of Diabetes UK`s print infrastructure across their Head and regional offices. We concluded that the Charity would benefit from a unified fleet of centralised Multifunctional Devices (MFDs).

**18%**

After carefully evaluating Diabetes UK's print fleet, we decided that the Not for Profit organisation would advantage from our Secure Release Follow-Me Print Software 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.

### BENEFITS

## 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 MFDs which have been placed under our bespoke Service Agreement. Under this Agreement, Diabetes UK has highly specialist delivery and implementation for their entire document workflow across their Head, and other, regional offices.

Under our Managed Print Services 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 is reduced by 18% and costs are kept to a minimum.

# We are a Managed Print and IT Services Provider.

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 6,000 customers worldwide, we work with the industry leading providers to become part of your extended team - a single point of contact for your Managed Print & IT Services needs.

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