



RIVERVALE.

Managed Print Services.
Print Software Solutions.
Automotive.
www.rivervaleleasing.co.uk

At A Glance

Challenges:

- > Mixed fleet of print devices from multiple suppliers.
- > Printer performance affecting client response times.
- > Security and compliance regulations.
- > Strain on IT and Admin departments.

Benefits:

- > Enhanced client retention.
- > 70% reduction in waste and paper.
- > 45% reduction in costs.
- > A future-proof solution for an expanding business.

CASE STUDY

Rivervale incorporates car leasing, servicing and dealerships.

They were the first company to bring leasing to the high street which allowed customers to test drive their desired lease vehicles before driving them away. In October 2016 they moved into a purpose-built facility, bringing their entire automotive offering to customers in one location. Our Managed Print Services and Print Software Solutions have reduced their print costs by 45%.

The business' accelerated growth was driven by online buying behaviour. With 60 highly-skilled employees operating in an ever-changing environment, the need to streamline operations had become essential.

Problematic print and document workflows were putting the brakes on productivity. We were tasked with optimising Rivervale's efficiency and client response times, whilst adding an additional layer of data security to safeguard client confidentiality



“Our new print management strategy means each member of our team can perform key tasks with ease and, crucially, respond with agility to customer needs.”

Vince Pemberton,
CEO,
Rivervale..

THE CHALLENGE

Over the years, Rivervale had built up a mixed fleet of print devices.

These mainly consisted of A4 desktop printers from multiple suppliers and manufacturers. This impacted the performance of their employee's efficiency and client response times.

The IT Department's time was being consumed by print related problems such as print job build-ups and toner stock piles due to the numerous manufacturers they were using. As a result, administrative staff were increasingly dealing with multiple suppliers and third parties.

Data protection and security were also highlighted as major concerns due to the amount of personal details they had to handle for their clients. This, combined with the impending arrival of GDPR and other data regulations meant that Rivervale wanted to take a proactive approach.

OUR MANAGED PRINT SERVICES SOLUTION

Multifunctional Devices (MFDs) were strategically placed to give Rivervale the ability to manage their print with an emphasis on Document Workflows to improve efficiency.

Our Document Workflow Print Software Solution incorporates invoicing and servicing, sales and client quotes, Account Management and licensing admin. Each user workgroup was issued with their own MFD for processing confidential information such as driving licences, insurance and financial data.



45%

The implementation of our Managed Print Services Solution means that the need to hold toners has been removed as they are now automatically dispatched when toner levels reach a set minimum level. In addition, they now benefit from dedicated Account Management, engineer visits, ongoing preventative maintenance and parts

Alongside a fleet of MFDs, our Secure Release/Follow-Me Print Software Solution was strategically configured to enhance security, meaning that confidential data can no longer be released from the printing device without the employee's key card.

BENEFITS

Our MFDs have complemented Rivervale's business strategy and reduced their print costs by 45%.

New robust security measures mean that print jobs can only be released by the user's key card, removing the possibility of paper being left on the print tray and the risk of important information disappearing. This, along with our Managed Print Services Solution has increased proactivity.

In addition, the Document Workflow Print Software Solution has allowed for documents to be distributed electronically without the need for printing, contributing to a reduction in waste.

A consistent print fleet, operating on the same platform, has provided better network visibility to internal IT and our support desk, which has increased efficiency and response times. Conclusively, our solutions have generated a 45% reduction in print costs and a 70% reduction in paper waste.



ABOUT US

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.

0845 609 9330

hello@ethos.co.uk

www.ethos.co.uk