



MPS Case Study | EcoBank

Improving efficiency and
Operational Costs





Reduction in IT Service Calls

MPS Client

EcoBank is one of the leading Financial institution in Ghana with branches spread across Accra and other cities in Ghana.

MPS Business Challenge

The firm was managing 4 separate suppliers for their printing and imaging needs - distributed print fleet, high-speed walk-up copiers,

The IT services and procurement teams spent countless hours dealing with multiple vendors and managing print equipment downtime.

With low speed and inefficient equipment causing higher cost of operation it was evident to look for an efficient solution

In addition, the IT management team's time was consumed by meetings with multiple vendors to attempt to rectify print downtime, support and equipment issues affecting multiple office locations. Multiple vendors meant finger-pointing with each vendor blaming issues on one another. This meant significant time wasted with no resolution, leaving print users extremely frustrated and efficiency compromised.

Any equipment downtime is a serious issue as Banking professionals work toward client deadlines that are carved in stone. So, this was a crucial issue that needed to be resolved.

Improved Customer Experience



MPS Solution and Execution

EcoBank engaged Docutech due to their past experience in implementing similar solution in other Big Financial institution in Ghana and their tie-up with Xerox who are world's no. one brand in Managed Print Services. Docutech was asked to:

- 1) Reduce strain on the IT department
- 2) Reduce equipment downtime
- 3) Reduce order complexity and related administration costs of supporting the print environment
- 4) Improve user experience

The firm's #1 strategic initiative was to improve overall print user experience and productivity.



Reduction in Operational Cost

The Docutech's MPS team leading the project was tasked with developing a plan and leading the team to meet these departmental and organizational objectives. In order to achieve these objectives, the Docutech project team would first have to understand each office's and department's individual requirements for printing and imaging, and user workflows.

The Docutech team recommended and implemented the following:

- Updated and simplified the print infrastructure of over 150 print devices – from devices averaging more than 10 years old to an updated, standardized fleet of devices across Head-office and other locations.
- Consolidating Printer, copier and scanner devices into one Multifunction Printer thus saving on floor space and improving efficiency
- Prevented unauthorized usage of devices by enabling PIN based login on the machines
- Supported user efficiency gains by implementing scanning workflow with one-touch scan that compresses the file, creates a PDF and routes the document to the email box of the receiver
- Tracking user print and copy usage through Print Management Software
- Centralised monitoring of all Printing devices and proactively supporting them
- Implementing Follow-Me technology through which user can move to any printer in the building and release his/her print job from any machine



Complete visibility of Print Costs

MPS Outcome and Results

EcoBank is ecstatic with the outcome of the MPS solution.

Docutech completely simplified the process to support their whole printing and imaging environment with one number to call and one vendor to take complete responsibility for the print environment.

Pro-active management of printing and imaging equipment service and support through Xerox's remote monitoring system resulted in drastically reduced downtime and dramatically improved print environment reliability and user experience.

A well-planned and executed print hardware upgrade resulted in a massive reduction in the IT service calls.

Complete monitoring of all print and copy activities on all MFPs

Monthly reporting of user wise copy and print thus bringing accountability in the system and reduces wastages

This has been a significant win for the firm's executive team, given that increased user productivity was the number one strategic initiative. With the dramatic reduction in downtime and pro-active management the average equipment uptime is consistently running at above 99% uptime since implemented.

Key benefits of the managed print services solution include:

Reduction in Printing cost

- ✓ More than 99% uptime of print equipment
- ✓ Increased user experience and productivity
- ✓ Reduced wasted time by IT and administrative teams on managing multiple print and imaging vendors

Complete visibility of Print and Copy costs

