

Reduction in IT Service Calls

MPS Client



Standard Chartered Bank is one of the oldest Financial institution in Ghana with branches spread across Accra and other cities in Ghana.

MPS Business Challenge

Configuring the IT infrastructure with the aim of improving branch customer's care and accessibility for branch employees is a big undertaking. In addition to network infrastructure challenges, printing, copying and scanning falls within this realm.

Over the years in 2012, the printing environment had grown to more than 125 networked and locally connected print devices made up of multiple manufacturers, models, drivers, supplies and support methods.

The business challenge was how to deliver a standardized printing and imaging platform across the infrastructure that would:

- Address the needs of the users with a balanced deployment of technology
- Meet budgetary restrictions
- Utilize best in breed technology
- Visibility of Cost



Improved Customer Experience

MPS Solution and Execution

Standard Chartered Bank engaged Docutech after due diligence between 3 other vendors due to unique solution offering which will meet their objectives and their tie-up with Xerox who are world's no. one brand in Managed Print Services. Docutech was asked to:

- 1) Provide a proven solution
- 2) Provide solution which will give 99%+ uptime at all the times
- 3) Reduce administration costs of supporting the print environment
- 4) Improve user experience

The firm's #1 strategic initiative was to reduce overall printing costs without impacting user 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:

- Developed a plan and led the team to meet these departmental and organizational objectives
- Understood each department's individual requirements for printing and imaging, user workflows and physical location challenges
- Recommended the right hardware technology partner with a scalable platform that could easily integrate with independent, leading-edge software solutions
- Introduced Follow-Me security printing solution to enable staff to print to a centralized single print queue and release print jobs at any enabled print device by simply tapping their existing security/proximity badges.

Complete visibility of Print Costs

MPS Outcome and Results

1. 50% reduction in hardware makes & models
2. 40% reduction in hardware
3. 30% reduction in printing
4. 30% reduction in monthly printing costs, inclusive of new hardware & software
5. Improved confidentiality via security print release
6. Print server management saving significant IT time
7. Removal of high cost personal printers
8. In-depth print and imaging reporting capabilities
9. Simplified, accurate billing by department or branch enabling cost center allocation for finance

Standard Chartered Bank is delighted and enjoying benefits of the MPS solution for last 8 years

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