

## ABERDEEN CITY COUNCIL

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COMMITTEE	Finance, Policy and Resources Committee
DATE	20 <sup>th</sup> September 2016
DIRECTOR	Richard Ellis
TITLE OF REPORT	Managed Print Services Policy (PrintSmart)
REPORT NUMBER	CG/16/099
CHECKLIST COMPLETED	Yes

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### 1. PURPOSE OF REPORT

In March 2016, Aberdeen City Council contracted with Xerox UK Ltd for an outsourced managed Print, Postage and Mailing Service. The Council's current fleet of Copiers, Multi Functional printers and desktop printers are being replaced and consolidated across to the new services. It is expected that the refresh will be completed by March 2017.

The new contract also means that all externally purchased print, postage and Mailing services will also be provided and fulfilled through the new Xerox outsourced Services, working with the Council's Communication & Promotion Team.

A new Printing and Mailing hub is scheduled to open by March 2017 in Aberdeen city centre to provide the services for Aberdeen City Council and Aberdeenshire Council, as well as grow the volumes of work by working with Xerox UK Ltd to bring incremental print and postage from other Councils in Scotland.

### 2. RECOMMENDATION(S)

Approve the Managed Print Services and Bulk Print and Mailing Services Policy, Policy Guidelines and Parameters.

### 3. FINANCIAL IMPLICATIONS

There are no capital implications for current and future years of the service. There has been identified Potential savings of £600,000 in year one Council revenue spend followed by approx. £100,000 per

annum thereafter, this as the services mature and become more efficient and pervasive across the Council Directorates..

Failure to enforce the behaviours and practices laid out in the Policy could have an impact on delivery of savings. It is important that a clear policy is in place to ensure that all print users (employees and councillors) support the new approach to print and help to deliver the significant savings which are projected to be made as part of the new print contract. The policy is attached as Appendix 1 to this report. The Print Policy Guidance (Parameters) is attached as Appendix 2 to this report.

#### 4. OTHER IMPLICATIONS

There are no legal, resource, personnel, property, equipment, health and safety implications.

The Policy Implementation reinforces sustainable and environmental benefits through deployment of the new Print Services. The Council expects to consolidate printing devices from approx. 1,500 current devices to less than 1,000. We forecast 50% reduction in harmful emissions, waste and landfill usage and electricity and power consumption. Centralising all Print and Postage reduces significantly the carbon footprint on the Councils current processes in fulfilling Print and Postage.

The new Policy and Policy Guidelines build upon the Council's smarter working policy and leverages technology to support continual reduction of print volumes and postage moving forwards to embrace the mobile and Digital solutions being developed within the Council

#### 5. BACKGROUND / MAIN ISSUES

Aberdeen City Council is moving to a 'Managed Print Service' which will deliver smarter printing solutions across the council's estate. A review of the printing estate will take in some 1,500 devices from printers to scanners and fax machines. Once there is a clear understanding of the current position, a programme to roll-out devices will ensure that needs are met, whilst also delivering a more business-focussed approach to printing.

At the same time, Bulk Print and Mailing is being outsourced to Xerox UK which will help deliver a new approach to the printing, postage and mailing operation which currently takes place from within the Aberdeenshire Council's Print Unit at Woodhill House and internally and externally of Aberdeen City Council buildings.

It is important that a clear policy is in place to ensure that all print users (employees and councillors) support the new approach to print and

help to deliver the significant savings which are projected to be made as part of the new print contract.

The policy is attached as Appendix 1 to this report. The Print Policy Guidance (Parameters) is attached as Appendix 2 to this report.

## 6. IMPACT

### **Improving Customer Experience**

Currently, printing within the Council is delivered in an ad hoc, unregulated and confusing service. For local printing we have over 1,500 printers which the Council either owns or rents. Some of which are maintained as part of the service, inclusive of toners and maintenance, others where maintenance is bought in, consumables such as ink and toner are also bought in by all Services.

The average age of current printers is in excess of 5 years old, with some copier / printers in excess of 8 years old. Almost 60% of these printers sit outside of the Council's network, so the use of technology to remotely monitor performance is not possible. Print devices are positioned as own use or dedicated to some and not to others. Quality of Service on such old equipment is at times very poor and leads to major customer / user dissatisfaction and is a drain on staff resources.

The new contract is designed to deliver the following.  
Inclusiveness. Full consultation with key stakeholders (e.g. Head Teachers, Business Managers) in the design of the refreshed print equipment within each building and workgroup area.

Simple easy to understand charging mechanism and qualified savings. The costs are based on a usage print charge only for colour and mono (no minimum charges). The Council does not own, insure, purchase, rent or lease the devices. The service includes all maintenance, parts and printer consumables such as toners and staples but excludes paper. When the printer stops working Xerox UK Ltd will replace it.

More efficient and reliable print services. Very latest technology designed around the actual workplace and user requirements, using a full range of Multi Functional Device (MFD) and printer models to suit. 100% connectivity of all printers within the workplace to maximise usage, minimise waste and allow remote service access for maintenance, consumables and replacement toner ordering online.

More competitive and responsive range of print and postage services from a centralised Print and Mailing Hub. Faster, more responsive service, which removes the daily chore of printing, enveloping, franking and then physically submitting into the current labour intensive manual postage processes, that most Council buildings operate independently.

The new Print Postage and Mailing service will be direct from the user's desktop to the new mail hub and onto Royal Mail for delivery.

### **Improving Staff Experience**

Refresh of old printers to latest range of Multi Functional Devices and workgroup and desktop printers. *Improved services.*

More reliable and efficient service, with fewer equipment breakdowns or instances where equipment is out of commission. *Better customer experience.*

Range of printers located within building and workgroups which maximise device usage, minimises waste and efficiency. *Guaranteed availability of appropriate print resources.*

### **Improving our use of Resources**

The new print services are designed to address the current under utilisation of Council printers, whilst reducing the considerable unregulated and disparate costs of printing.

The Policy and Services reinforce 100% connectivity of printing devices being made available to all users to maximise usage. Printing behaviours will move from being stand-alone printers to workgroup printing, with users able to maximise the new printers most appropriate to them.

Reinforcing, through the Policy, such printing behaviours as double-sided print, mono printing rather than colour (10x more expensive), secure print and scanning services. All designed to change the printing culture and behaviour, in doing so we deliver better value for the Council and the tax payer, minimise waste and, through connectivity, manage the day- to-day service deliver efficiencies and savings, whilst delivering a greater experience to staff.

Sustainable and Environmental. The new services also provide scope for considerable reduction across, emissions, wastage and power usage all of which will contribute to considerable reductions against Council targets.

The Policy supports the Council's progress towards improving its use of resources through effective management of paper use, utilisation of electronic delivery methods further and reducing printer consumables.

### **Corporate**

Link to the Smarter City. Service provides interim range of printers for mobile and Wi-Fi printing development.

Link to Community Plan. New Services contract provider Xerox UK Ltd, investing in new premises in central Aberdeen for the Bulk Printing and Postage hub scheduled to be opened by 31st March 2017.

Link to Community Plan. The new Bulk Printing and Postage hub services will include access to local suppliers for the range of external print.

## **Public**

This report is unlikely to be of interest to the public.

There was no, and is no, EHRIA and privacy Impact assessment required.

## **7. MANAGEMENT OF RISK**

Financial resources: Failure of the adoption of the policy may result in non-delivery of the forecast savings. Project process toll gate and management reviews are in place, with Project Sponsorship from Head of Finance at Quarterly Project Board Meeting.

Environment: Failure of the adoption of the policy may prevent savings against emissions, waste and landfill, Power reductions all of which add significantly to the Council's Sustainability and Environmental targets. Project process toll gate and management reviews are in place, Project Manager and supplier agreed processes to calculate impacts and performance at quarterly management reviews

## **8. BACKGROUND PAPERS**

None

## **9. REPORT AUTHOR DETAILS**

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