

Scot Nursing



*Our partnership with Danwood has not only saved us money but has brought efficiencies across our branch network.*

Anne Sinclair, Director of Finance

## Background

Scot Nursing is one of the largest providers of nursing support services to hospitals, care homes, businesses and individuals across the UK. With over 1,000 suitably skilled employees on its payroll Scot Nursing offers 24 hour care through its network of 13 branches.

Following the acquisition of a rival business, Scot Nursing's Director of Finance, Anne Sinclair was keen to undertake a review of the company's document production devices and associated service contracts, and in particular, achieve cost efficiencies on its printing, scanning and photocopying equipment, most of which was wholly owned.

Anne explained: "Each branch had been free to use a local supplier which meant there was no consistency of device across the branch network. Many of our devices were becoming old or obsolete which also meant that the cost of maintaining them was rising.

"A key driver for change was our weekly payroll and invoicing regime which is fulfilled at head office. As a business we could not afford the potential for breakdown and a lengthy wait for a service engineer."

Anne's objective was to implement a contract which would allow her to rationalise her fleet of print management devices from a single source and to help better manage the business cash flow.

## Benefits

- In-depth audit of all the print devices across the branch network.
- Reducing the cost to print by 23%.
- Storage of Scot Nursing's own printers so that they could be used as a backup facility at a later date.



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**The Outcome**

A short time later, in conjunction with Scot Nursing's IT department, Danwood service engineers began the implementation process to install 21 networked Hewlett Packard MFDs.

"It was a seamless process", commented Anne, "a week later everything was up and running."

"I had expected that we might experience some resistance to the change, however Danwood provided onsite training and our core staff have really taken to the new MFDs. They are really easy to use."

Danwood maintains regular contact with Scot Nursing and continues to work with Anne to monitor usage, ensuring the solution continues to meet its needs and support the businesses longer term requirements as technologies change. Danwood even stored some of Scot Nursing's own printers so that they can be used as a backup facility at a later date.

"Danwood has exceeded my expectations. We now have a fleet of brand new MFDs and the value added service means that all the machines are regularly monitored, rarely breakdown and on the odd occasion when they do, they are usually back up and running within a matter of hours. In the first year of our contract with Danwood we have seen cost savings of over 20% and obviously this figure will increase over the course of the five year contract."

Anne concludes: "Our partnership with Danwood has not only saved us money but has brought efficiencies across our branch network."

**The Solution**

In the summer of 2007, Anne approached three service providers, including Danwood Scotland and asked each to recommend a new strategy to encompass the management of print, copying and scanning within Scot Nursing's branch network.

"We wanted to find a provider that would work with us, offering a flexible contract so that we could upgrade or downgrade our equipment if necessary but equally we wanted timely service and support too," said Anne.

In the first instance, Danwood Scotland undertook an in-depth audit of all the print devices across the branch network. The audit was conducted by its independent document and print management consultancy division, Insatsu Chosa. This meant that a Danwood representative visited each branch to visually inspect and catalogue every single print output device. One-to-one interviews also took place at each office to establish individual branch requirements and this data was used to deliver the most cost-effective and efficient method of managing documents.

The audit revealed that Scot Nursing had a total of 43 devices of various makes and models, which had been purchased by the individual branches. The cost of maintaining these devices was accelerating due to the increasing costs of servicing and consumables.

As an organisation independent of all the main manufacturers Danwood's advice was objective. It recommended that Scot Nursing standardise its equipment and proposed a range of Hewlett Packard multi functional devices (MFDs) that would best meet the needs of the business reducing the cost to print by 23%.

Anne was pleased with the terms of Danwood's managed print service and while it wasn't the cheapest, it demonstrated best value. Throughout the process Anne developed an excellent relationship with her Danwood account manager and felt the solution matched the needs of the business perfectly.