



Case Study: Age UK Essex

Google Cloud Printing and Managed Print Solution



Making Guarantees, Not Promises

The Company

Age UK is the UK's largest charity for the elderly, with a combined annual income of £160 million. Age UK Essex is one of the largest Age UK brand partners supporting over 60,000 older people throughout Essex through its network of offices.

Having replaced its existing fleet of Windows laptops with Google operated Chromebooks, Age UK Essex required a new print solution with a connection to Google Drive that had the capability to print via Google Cloud Print for 170 staff based in their Essex offices.





The Challenge

Age UK Essex had an incumbent fleet of printing devices which were expensive to run and unpredictable, and most importantly, unable to connect to the Google Cloud Print platform. In-house IT Support was overwhelmed with help requests due to numerous devices running across multiple operating systems.

Additionally, Age UK Essex had no insight or control over their existing devices, and were unable to see how much money was being spent on printing within the organisation.



The Solution

EBM Managed Services carried out a full print audit to pinpoint the issues within the network. They subsequently implemented a full managed print service solution using eight uniform Lexmark devices. This allowed Age UK Essex to integrate their Chromebooks seamlessly with Google Cloud services.

Lexmark was selected as the most suitable provider owing to its flexibility, compatibility with Google Cloud Print, and extensive knowledge of the marketplace.



The Benefits

Age UK Essex made significant cost savings, and reduced the strain on IT resources. Helpdesk requests have fallen considerably since the new cloud printing solution was implemented.

With staff able to access Google Cloud services, such as Google Drive and Google Cloud Print straight from Lexmark devices, and the option to use the cloud print functionality from any location, productivity also increased within the organisation.

By selecting a single manufacturer, Age UK Essex cut the cost of consumables. They were able to more accurately forecast orders and so reduce waste and eliminate unnecessary stockpiling for many of their devices. Storing documents in the cloud has also reduced the amount of paper being printed - generating even more savings.

Age UK Essex will also benefit from the EBM guarantee. We are that confident in our excellent customer service that every Service Level Agreement (SLA) is guaranteed to be met, or our customer will get their money back!





“What impressed us the most about EBM Managed Services, Lexmark, and their solution was that there was no smokescreen, they understood our desire to have a solution compatible with Google Cloud Print and gave us exactly what we wanted. They made the entire process from start to finish really simple.”

Robert Stanford, IS Manager, Age UK Essex



“The print audit successfully identified operational weaknesses in the current print solution. A print audit is an extremely sound investment for any organisation looking to make substantial changes to their print solution as the process enables all parties to agree on objectives and make strategic decisions about current and future needs. The support received from Lexmark, coupled with their expertise, ensured that we were able to deliver exactly what the charity needed.”

Mark Bailey, Managing Director, EBM Managed Services



Get in touch with Essex Managed Services to find out more about the benefits of cloud printing.

www.ebmltd.co.uk

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