

Case Study: County Linen

Business Saves £20,000 in Printing Costs



Making Guarantees, Not Promises

The Company

For over a century, family run business County Linen have been delivering laundry services into London and throughout the South East of the UK. The business provides services to all; from small owner operators right up to multinational groups including hotels, restaurants, processing plants, engineering companies and healthcare providers.

County Linen is committed to making continuous improvements in their environmental performance, and so they came to EBM Managed Services not only looking to minimise print costs, but also to improve efficiency and reduce waste.

The logo for Countylinen, featuring the word 'Countylinen' in a blue, sans-serif font. The 'y' is stylized with a long descender that loops back up to touch the 'i'.

The Challenge

County Linen wanted to reduce their overall printing expenses, and were experiencing issues with older machines requiring maintenance, costing them both time and money.

Toner consumption and wastage presented a major challenge. The company were running multiple high-consumption devices - such as desktop printers, a fax, a copier, and scanners - all situated in different areas of the business. This meant users were having to spend time walking between offices to utilise the equipment they didn't have locally.

Lacking in an effective print management system, County Linen were not tracking how much they were printing on a monthly basis. This led to stockpiling of toner for each of their machines, impacting cash flow.

The Solution

EBM Managed Services conducted a print audit to calculate the toner consumption and cost to County Linen per print on a monthly basis. The cost of running their existing machines was almost £8,500.00 annually before factoring in the cost of maintenance and time wasted by employees not having direct access to the devices they needed.

By providing three high-performance, low energy consumption, low cost per print mono Lexmark multifunction printers to replace the individual machines, EBM Managed Services saved County Linen money on their printing costs and gave users all necessary functions locally.

By supplying multiple machines from one manufacturer, County Linen needed to order fewer types of toner. This meant the print audit accurately projected how much toner needed to be ordered in advance. Staff were also offered training in order to become less wasteful when printing.



The Benefits

County Linen reduced print costs significantly; after spending £8,496.36 in 2010, they are now spending just £4,196.43 despite increasing the number of devices from three to nine - a total saving of £20,000 over 5 years.

In addition to this, County Linen have increased productivity and improved eco-efficiency - something that was very important to them.

County Linen 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!





“Before EBM Managed Services conducted the print audit back in 2010, we had no idea just how much money we could save by upgrading our machines and being smarter about the way in which we print. £20,000 over 5 years is a considerable saving, and this has allowed us to free up cash flow and invest in growing our business”.

Malcolm Clarke, Finance Director, County Linen



Get in touch to book your **FREE** print audit with **EBM Managed Services**, and find out how much you could save!

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