

Canon solution delivers sustainable savings for Fife Council by making it leaner and greener.



## Overview

Organisation	Fife Council
Location	Glenrothes, Scotland
Services	Our vision is to make Fife a great place to live, work and visit. We do this by working with others to deliver local services and create vibrant communities. Our services touch on every aspect of daily life – this includes schools, housing, business development, recycling, homecare services, roads and transportation, parks, libraries, leisure centres and community safety.
Website	<a href="http://www.fife.gov.uk">www.fife.gov.uk</a>

At 512 square miles, Fife Council is Scotland’s third largest authority by population and stretches from a central base in Glenrothes as far as St Andrews on the East coast to Dunfermline on the South. With an infrastructure of 22,000 personnel, across more than 500 sites of business, retaining control over escalating print related costs would test the most stringent of organisations. Nonetheless it was a test the Scottish Council was determined to pass.

Case Study  
Fife Council

### Challenges

“Five years ago there was little continuity to be found between our printing systems,” says Allan Halliday, Team Leader (Operations and Logistics). The number of council-owned printers, all of which were configured differently, reached 8000, and the number of photocopiers, nearly 700.

It became increasingly difficult to manage such a decentralised printing network. With no print management system in place to analyse who printed what, and to track how many sheets were being printed and potentially wasted, the Council took decisive action.

**Canon**

**“The Canon team has been fantastic and developed a deep knowledge of Fife Council. As a result, they’ve delivered a solution that will save us around £1.4 million over five years and reduce paper usage by a staggering 40%.”** Allan Halliday, Team Leader (Operation and Logistics), Fife Council, UK.

## Solution

“We began a thorough investigation into our existing document production process with a view to implementing a print strategy which would achieve considerable cost savings by reorganising and optimising the way we print as well as our print fleet,” says Halliday. “Other key objectives were to reduce waste to become more sustainable while maintaining our high quality services, and produce a secure, modern and compliant print process in line with our desire to meet and exceed the government targets for carbon emissions.

At the beginning of the project, the team was tasked with reducing the 120 million sheets of A4 printed by the Council each year, renewing and rationalising the existing printer and copier fleet to minimise unnecessary printing, and reducing costs as part of an effort to become a “greener” Council. Together with Canon, Fife realised that to reach UK Government targets, Fife needed to reduce its carbon emissions by a substantial 26%.

Halliday explains why it was Canon they chose to partner with. “The project required a company that could demonstrate vast experience in working on commercial and environmental assignments at large organisations with a complex structure. Canon met all of these requirements. On top of that, we were hugely impressed with the team’s ongoing commitment to really understand our organisation and its effort to develop a long term relationship with us.”



Canon proposed a uniform fleet consisting of desktop printers and Multifunctional Print Devices (MFDs) with differing levels of functionality including secure printing and user authentication features. All printing devices are centrally managed by uniFLOW, a versatile software which can analyse usage and cost by user, workgroup or department. uniFLOW offers Fife the ability to create detailed reports on print usage, thereby helping to minimise costs and to strategically place devices in areas where they are most needed.

“uniFLOW has been the glue that holds it all together,” explains Halliday. uniFLOW can tell the Council who is printing, how much paper is being consumed and from where. They can see trends at a glance and decide if these are moving in the right direction. If they’re not, uniFLOW notifies them that this area needs tackling. Running statistical reports, Fife has been able to use uniFLOW to specifically target process improvement.

Importantly, Canon integrated its document distribution software to the multifunctional printers which meant hard copy documents could be scanned in and emailed directly to the user by simply pressing a button on the MFD. This has helped reduce costs, enhancing productivity and efficiency by eliminating courier costs and enabling the sharing of information and creating an on-ramp to document management systems. Crucially, it also helped reduce Fife Council’s carbon footprint, by removing dozens of obsolete desktop scanners. As a result, IT has less devices to manage and can offer a better service.

“Users have been specifically delighted with the secure pull printing feature,” explains Halliday. “It enabled us to create the ‘myfife’ card, our established way of retrieving prints. It effectively means that when users press print at their PC, the job will only be released upon swipe of their ‘myfife’ card at their printer of choice. This ensures only authorised users can print, and that

document cannot be mistakenly collected by other users – reducing reprints and enhancing document security. It also offers us the flexibility to work in one building and print in another.”

Fife and Canon put together a list of measurable objectives they aimed to achieve over a five-year period. These included saving Fife Council £1.4 million and reducing paper usage by 40% with the introduction of duplex and pull printing. In addition, Fife Council wanted to extract accurate data and measurements for reductions in financial cost, carbon footprint and paper used.

## Achievements

“The solution deployed by Canon has realised benefits including targeted reductions in usage, increased productivity and security and organisation-wide efficiency. The introduction of duplex and pull print as well as Canon’s ongoing training programme in secure document management mean that we are well on course to meet our targets,” says Halliday confidently. “This includes our ambition to become a truly environmental organisation. As such, we are the first UK authority to get the Carbon Trust Standard.”

Describing the experience of working with Canon, Allan Halliday couldn’t be more complementary, “The Canon team has been fantastic and developed a deep knowledge of the organisation. They didn’t just enter the project to accrue a profit; they came to us with objectives and a determination to meet our goals. Fife Council was always clear about what it wanted to achieve and Canon didn’t turn those aspirations on their head. They respected them and helped us clarify the finer details so that we could realise how our goal could be achieved, pursued and realised.”

Fife Council has now launched a Central Reprographic Department (CRD) and is looking to further increase efficiency and productivity in each of its satellite offices.

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