

# Virtual Enfield

How Canon transformed  
a London Borough into a  
Virtual Office



**Canon**

## Virtual Enfield

The **London Borough of Enfield** is one of the largest of the London boroughs, servicing the needs of 287,000 citizens with community healthcare, learning, housing and the environment.

As part of its **New Ways of Working** scheme,

Enfield wanted to break away from paper wastage, a splintered print procurement chain, unnecessary costs and inadequate sustainability, whilst simultaneously looking to establish the day-to-day flexibility to transform its 32 square miles into one big office — optimising productivity.

### Objective: changing technology and culture

- **Support more flexible working practices** across 20 major and 30 minor sites in the Borough.
- **Reduce its 1,250 (largely desktop) print estate** and install up to 240 multifunctional printers (MFPs).
- **Promote less waste** in paper and consumables by 15%.

### Why the London Borough of Enfield chose Canon

With entire fleets of machines used by just a handful of people, increasing overheads, a muddled printing procurement process, and a rapidly diminishing physical office space, it was clear things needed to change. In essence, everything connected to printing within the Borough needed consolidating in order to drive down costs — critical in the current climate.

Canon really listened to what the London Borough of Enfield wanted to achieve. This wasn't solely about the technology, although the Borough was “always confident in the technical support and hardware reliability” on offer. This was about building a strong working relationship that fitted the solution to the need rather than vice versa — really helping to drive the necessary workplace changes both in terms of technology and in terms of office culture.

**A flexible approach:** Canon easily adapted staff security passes with ‘My Print Anywhere’ technology, helping to improve working practices by allowing printing, copying and scanning on any site at any time.

#### **Methodical implementation:**

Canon supplied trained in-house engineers for a faster, more collaborative and thus more open implementation. This also smoothed deployment across a number of diverse Borough sites.

**Staff trust quickly gained:** Formal training combined well with positive word-of-mouth to provide a smooth uptake. This proved especially effective with the less technically-minded staff, whose confidence soon grew.

### New Ways of Working: an efficient working culture

This was the heart of the project: a change in the working culture within the Borough, driving greater efficiencies. To service this need, Canon implemented uniFLOW and ‘My Print Anywhere’ printing to provide **a flexible infrastructure for easy hot-desking and mobile working across the Borough.**

This working infrastructure balanced flexibility with **a level of control** over usage — documents were only released from a printer using staff security cards. This **minimised wasted print-outs**, without inconveniencing staff. In fact, this process meant staff could easily retrieve documents from any device on any site across the Borough, something that was not previously possible. And management actually **increased visibility of print and copy costs** by department, allowing them to track a return on investment.

Thus, Canon transformed the Borough into a virtual office and encouraged more efficient and flexible working practices:

- Mobile workers are no longer restricted to print or copying documents on one site.
- Staff are using scan-to-email to save paper and speed up day-to-day administrative tasks.
- Staff were educated in the value of printing double-sided or printing one-off documents (such as minutes for a meeting) with multiple pages on a single page.
- Canon worked successfully with the Borough to establish best practices to allay IT concerns regarding any extra load placed on the mail server.

“Canon has helped to give us **80% visibility** of print costs across the Borough. As we integrate the smaller sites, **we'll achieve 100%.**”

Richard Ace, Facilities Manager

## Creating operational visibility

- **Previously**, no mechanism for measuring print usage consumption existed, with staff often responsible for buying their own consumables and occasionally over-specifying requirements. This led to overspending and lack of visibility over costs.
- Ten staff were assigned to only two printers — one colour, one mono. If either MFP broke, there were no alternatives and no flexibility.
- **Now**, staff can easily retrieve their printed or copied work on any device within their workplace or across the virtual office of Enfield

as a whole, such as city council offices and swimming pools.

- This has given Enfield unprecedented levels of work flexibility, with management having full visibility across different departments and sites; this saved not only time but money and has increased the productivity of the Borough staff.

**“We felt much more comfortable with Canon and now have the day-to-day flexibility we need.”**

Richard Ace, Facilities Manager

## Achieving greater working efficiencies

The advanced scan-to-email capability has been a particular success, enhancing various day-to-day

operations, such as handling invoices or other typical workflows within a local authority.

### Handling invoices **previously**



2-minute walk from desk

Staff went to fax machine



5+ minutes, including collating

Arranged then sent with cover sheet



2+ minutes

Checked the fax was working



1+ minutes

Waited for despatch confirmation

These processes added **hours** of unnecessary workload every week.

### Handling invoices **now**



Short walk from desk

Staff go to the MFP



1 minute, details taken automatically from staff security pass

Scan invoice to email



1+ minutes

Forward email to Accounts

This provides a **fast, reliable record of delivery**, **reduces paper waste** and **saves a significant amount of time**. In fact, **multiple invoices** can easily be **scanned and forwarded simultaneously**, **saving time** and **preventing staff from having to wait at the fax machine**.

There is also a **tangible audit trail**, which is important as invoice payments are a measurable public-sector entity.

**Comparable savings** are also being made in other areas, such as allowing the **quick collation of timesheets** from small sites and automatically sending them to payroll.

# A 15% reduction in paper wastage, thanks to the Canon uniFLOW implementation

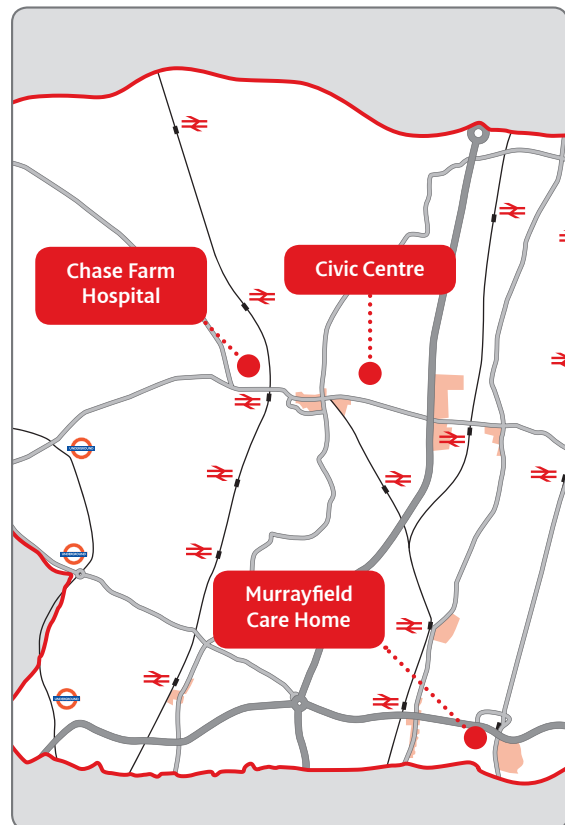
Richard Ace, Facilities Manager

## The Borough today: one virtual office with on the road flexibility

Canon's solutions made simple, yet critical differences. Staff can now make the journey from one site to another, and print out the required documentation anywhere within the 'virtual office'.

For example, if an employee travelled from the Civic Centre to the Murrayfield Care Home and forgot to collect important documents for a meeting, as the 'virtual office' enables staff to print anywhere within the Borough, the problem is easily resolved. Previously, this would involve a trip back to the Civic Centre.

Documents can be printed anywhere with the 'My Print Anywhere' security pass, even if they were originally printed miles away. This eliminates wasted print-outs, is more environmentally friendly, and saves both time and cost. This simple flexibility stretches right across the Borough, so if required, more printed documents could be obtained at a later visit to the NHS Trust at Chase Farm Hospital, without wasting time returning to the Civic Centre first.



The London Borough of Enfield recognised it needed to change to remain agile, auditable and effective as a local authority. With Canon's help, it has enhanced its working infrastructure as part of the Borough's **New Ways of Working** scheme, transforming day-to-day staff efficiency while also reducing operating costs.

If you'd like to discuss a similar implementation across your organisation, speak to Canon on **01737 220 138** or via **public\_sector@canon.co.uk**.

Alternatively, visit Canon's website for the public sector at **www.canon.co.uk/publicsector**.

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