

# YSOFT **SAFEQ<sup>®</sup>** **CASE** **STUDY**

**TAMESIDE MAKES THE  
SWITCH FROM EQUITRAC  
FOR MUCH NEEDED  
IT FLEXIBILITY**



## **IN A CHANGING ENVIRONMENT, YSOFT SAFEQ EASILY ADAPTS SAVING TIME AND IMPROVING PRINT SERVICES**

Tameside Metropolitan Borough Council is no stranger to the benefits of Managed Print Services with Print Management. When their current contract was under review and a new brand of multifunction devices and networked printers were sourced, they turned their attention to their print management solution to see if they could get more control and value than their current provider, Nuance/Equitrac could provide. They found that and much more with YSoft SafeQ.



## **CUSTOMER PROFILE**

Tameside Metropolitan Borough Council provides municipal services to a community in the greater Manchester area in the U.K. Tameside staff are in more than 20 different sites, however some printing is done in other unmanned sites such as in a children's home or in libraries where pay-for-print services are offered. As a cost-conscious government organization, employees have access to an internal portal where their print, copy and scan activity is tracked making them aware of their usage and costs and for departmental billing purposes.

## THE CHALLENGE

While reducing costs of print services is always top of mind, the larger issue for Tameside was a need for IT flexibility while using their existing printer fleet. With a fleet of 112 Konica Minolta MFDs and 10 networked devices, Tameside needs to relocate devices as demand changes across their many sites. With the previous print management provider, any change in an IP address meant a request for IT assistance. Furthermore, with constant organizational change in modern public sector strategy, the solution must enable print, copy and scan services to a flexible workforce; Tameside shares its devices and - like many other local authorities - some back-office departments with some NHS bodies, in this case, the local CCG (Clinical Commissioning Group), each with its own Active Directory. The solution must effectively identify the individual from the council or CCG, and easily support exporting usage data for each individual user for displaying in Tameside's bespoke staff portal, to match against their payroll and accounting systems.

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**— Karen Roylance**  
System Management Manager,  
Tameside MBC

## THE SOLUTION

After reviewing print management solutions from four other vendors, speaking to other local Councils and seeing a demo of YSoft SafeQ, Tameside chose YSoft SafeQ Print Management Suite embedded on 112 Konica Minolta multifunction devices (MFDs). For their 10 networked printers, Tameside uses the YSoft SafeQ Reporting module. "After seeing the YSoft SafeQ demo, it was clear that it could do more than Equitrac. It was secure, robust and had a lot of report templates we could use right away as well as building our own reports. We found Equitrac to be very restrictive in its reporting," said Karen Roylance, System Management Manager, Tameside MBC.

## RESULTS

Already Tameside sees a significant decrease in the color vs black and white printing. The cultural awareness of print costs as seen through the internal portal has helped drive color printing down to about 11-12%, a massive decrease. Importantly, because they are driving overall printing down and moving toward more scan usage, YSoft SafeQ reporting is able to show print vs scan volumes in one report, something their previous print management solution was unable to do.

"We are able to create resource management and costing reports, email it to each director showing costs for each of their staff and it is integrated with our accounting system and compared against payroll," added Karen Roylance. YSoft SafeQ Print Roaming allows Tameside to locate Konica Minolta MFDs strategically and makes people really think about whether they need to print.

But what really helps Karen Roylance is the flexibility of YSoft SafeQ. This flexibility enables her to manage the print environment without IT intervention, specifically, the user interface makes this process very simple for her. Previously with Equitrac, each time Tameside moved to a new building, relocated devices as demand changed and shared devices with other organizations, she had to request IT assistance whenever a device IP address changed or access to additional Active Directory's was required. At the mercy of IT's time, the ability to adapt quickly was negatively impacted. "With YSoft SafeQ, I do not have to rely on IT to make changes. The dashboard also allows me to see all our licenses which makes my life much easier."



Although Tameside was familiar with a print management deployment from a previous vendor, she reports that "Konica Minolta's deployment of YSoft SafeQ went smoothly, is safe, secure and it runs like a dream." Training was easy and users love it, she reports.

Customer service is key to Konica Minolta in building long lasting business relationships, and they continue to add value to Tameside; Technical Architect Pete Hope also helps Tameside obtain further value from YSoft SafeQ. For example, scripts are written so that documents scanned to email are automatically sent to a shared folder. As Tameside is increasing its use of scanning, Konica Minolta is adapting YSoft SafeQ to work with their suite of document management solutions. Also, as devices are shared with other organizations, the chance of duplicate names multiplies. Typically, with NHS organizations, a person's email address can be appended with a digit after the name, where they share an identical name. With multiple Active Directory systems (shared council and NHS), this was not sufficient; YSoft SafeQ was quickly adapted to read the entire email address including everything after '@' from Active Directory to ensure that each user was identified correctly – especially important since costs follow the user.

Tameside has been using YSoft SafeQ for 18 months and expects to see ROI by March 2018. They are experiencing a dramatic decrease in printing, a drop in color use and by adding additional rules in their print governance such as forced duplex, they will see additional cost savings. "With the savings, we are able to deploy enhanced systems for document management from Konica Minolta. Using the YSoft SafeQ Mobile Print module is also planned for the future as more people use their own mobile and tablet devices for work and use different offices around the country.

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