

# YSOFT SAFEQ<sup>®</sup> CASE STUDY

**BOOSTING  
PRODUCTIVITY &  
REDUCING COSTS**



## CUSTOMER PROFILE

Founded in 1988, Furniture Resource Centre (FRC), is a registered charity and social enterprise, founded in Liverpool as a community-led response to grassroots poverty. FRC Group is now a leading social business, running profitable commercial businesses and giving people in poverty and unemployment the opportunity to change their lives.

They continually look for new ways to create practical solutions to get furniture to people who need it and to create sustainable livelihoods and improve futures for individuals and families. FRC Group's vision is a society where people can obtain good quality, affordable furniture without experiencing the devastating impacts of poverty – no bed to sleep on or unmanageable debts.

## CHALLENGE

FRC needed to update its old, unreliable and costly fleet of printers. This presented FRC with the opportunity to also install a print management solution to improve control and security of its print, scan and copy environment. FRC regularly print multiple delivery notes which include personal information. The organization wanted to prevent documents such as those being left lying uncollected on the printer or being accidentally picked up by the wrong person.



WOODBANK OFFICE SOLUTIONS IN PROUD PARTNERSHIP WITH KONICA MINOLTA BUSINESS SOLUTIONS



KONICA MINOLTA

## SOLUTION

FRC's print office solutions partner, Woodbank, installed YSoft SafeQ, a secure print monitoring system to track print usage, enabling FRC to precisely manage print volume and security for all their Konica Minolta devices. With a single click, users can print one or all of the documents in their queue. Users don't need to worry about information being lost before the last page has printed because YSoft SafeQ provides secure document delivery capabilities.

## RESULT

Thanks to YSoft SafeQ, sensitive information is no longer left lying uncollected on the printer or collected by the wrong person. There are no more piles of waste paper resulting from uncollected print jobs, so as well as reducing costs, FRC's environmental footprint has reduced.

One of the biggest benefits of FRC introducing YSoft SafeQ, is the ability to control reporting and monitoring of all print jobs, allowing them to drive down print costs.

Finally, as a charity and social enterprise operating in Europe, it is essential that FRC adhere to the recently updated GDPR (General Data Protection Regulation). YSoft SafeQ supports GDPR by reducing the risk of sensitive data falling into the wrong hands and providing a digital archive of delivery notes, giving FRC a complete audit trail.

**With YSoft SafeQ, users are now able to access their prints from any device using their own unique access code. This has reduced wasted prints as unwanted print jobs are no longer left uncollected on printer output trays which was a significant problem for our larger departments.**

**— Tony Rowan**  
Director of Finance, FRC Group