

# TECHNOLOGY REFRESH TO SUPPORT UNCOMPROMISED CUSTOMER SERVICE



Founded in 1971, Malcolm Hollis is a leading independent commercial building surveying consultancy operating in the UK, Ireland and mainland Europe. Headquartered in London, the company operates from 19 locations.

## COST SAVINGS TO ENHANCE THE USER EXPERIENCE

The print environment at Malcolm Hollis was due a refresh. Costs were high, devices were clunky and unreliable and the IT supplier supporting the equipment was slow to react to issues. As a professional services company, Malcolm Hollis place great importance on the need for quality and speed in their print environment,

“It’s essential that staff have access to facilities that permit high class customer service as we often have tight deadlines. For example, we may need to print a client report at 4pm to ensure it’s in the post before 5pm for delivery the next working day, and so we don’t want to have to wait over 30 minutes for the document print.”

The company made the decision to overhaul their printer fleet in order to generate cost savings and enhance the user experience through the provision of high quality technology devices.

“It’s essential that staff have access to facilities that permit high class customer service as we often have tight deadlines.

IT is so integral to our business, we needed a partner who could bring our services back up and running very quickly in the event of hardware failure.”

**Jenni Franzmann, IT  
Project Manager at  
Malcolm Hollis**

Telephone: **0113 276 0210**

Web: [www.dtpgroup.co.uk](http://www.dtpgroup.co.uk)

Email: [managed-print@dtpgroup.co.uk](mailto:managed-print@dtpgroup.co.uk)

Follow us on Twitter for the latest IT news and insights @DTPGroup IT

**SOLVING**

**IT TOGETHER**

## A DEPENDABLE MANAGED PRINT SERVICE

Following a comprehensive tender process, DTP were awarded the managed services contract to replace the consultancy's existing Canon print fleet with the latest technology from HP Inc.

Jenni Franzmann, IT Project Manager at Malcolm Hollis evaluated available options before awarding the tender, "We explored options with a number of different manufacturers and partners. Some offered good technology and support but costs were too high. Others were cost effective but lacked sufficient support and product functionality. We needed to find a complementary balance and HP and DTP offered us the full package."

Enterprise multi-function devices were deployed in all locations and Equitrac secure pull print software was installed to manage end user services. As part of the service, the IT solutions provider now monitors and maintains the companies MFD's and wide format devices, supplying toner replenishment, parts and equipment as and when required. DTP will also shortly be expanding into Europe with Malcolm Hollis as the company looks to widen their global reach.

Franzmann goes on to say, "IT is so integral to our business, we needed a partner who could bring our services back up and running very quickly in the event of hardware failure. Our staff need to be able to respond quickly in order to maintain delivery of a high level of service to our clients and we know that we can fully trust DTP to come to our rescue when needed."

## HIGH PERFORMANCE, REDUCED COSTS

Since partnering with DTP, Malcolm Hollis has achieved a number of significant benefits. Fewer printers are now required due to the high performance of new devices, resulting in a reduction of capital spend, electricity usage and CO2 emissions. The upgrade to the latest technology has also improved print quality and increased speeds and output.

"Our staff need to be able to respond quickly in order to maintain delivery of a high level of service to our clients and we know that we can fully trust DTP to come to our rescue when needed."

**Jenni Franzmann,**  
IT Project Manager  
at Malcolm Hollis



Telephone: **0113 276 0210**

Web: [www.dtpgroup.co.uk](http://www.dtpgroup.co.uk)

Email: [managed-print@dtpgroup.co.uk](mailto:managed-print@dtpgroup.co.uk)

Follow us on Twitter for the latest IT news and insights @DTPGroup IT

**SOLVING**

**IT TOGETHER**



Value has also been added through the adoption of a consistent and secure pull print solution. Documents are no longer printed at random and left uncollected as items are deleted if they remain in the print queue longer than two days. This has had significant impact on the quantity of paper required to service the needs of the company in turn supporting our environmental commitments.

The team at Malcolm Hollis is pleased with the results so far. Mike Robinson, IT Partner who oversaw the project explains “DTP have helped us to achieve all of our desired outcomes. We’re eighteen months into a three-year contract and better functionality has already helped us to achieve substantial cost savings. We’ve reduced our paper wastage which means we no longer need to purchase the same quantity. The quality of print has improved and as an IT department, we receive fewer complaints about breakages and paper jams.”

## SUPERIOR PROJECT MANAGEMENT

To enable smooth migration, the DTP Professional Services team performed rigorous testing on the new equipment and a number of devices were configured at key sites to ensure that specific customer requirements could be satisfied prior to the full roll out. For example, mono and colour queues were created, alongside a private print queue for the HR department to guarantee confidentiality. Old and new ran simultaneously and users were asked to provide feedback on functionality (speed, quality and ease of use) throughout the 30-day testing phase.

Exceeding expectations with service delivery remains an integral focus for the project. Franzmann comments, “We’re really happy with the service provided by the team at DTP. They are very responsive and have been great at meeting our demands. Before we awarded the contract to DTP, we had issues with a couple of our printers and they helped us to fix them, clearly going above and beyond what was expected. Our Account Manager is always available at the end of the phone, no matter what time it is, and if we need help at short notice to move a printer or install a new one at one of our sites, DTP engineers are more than happy to assist.”

Staff at Malcolm Hollis have been receptive to the changes. DTP delivered training sessions at sites across the UK on the day of installations, promoting confidence in usability as the devices were deployed.

Mark Greening, DTP Account Manager remarks, “Our Account and Project teams have worked very closely with all involved at Malcolm Hollis to ensure that the transition period between old and new technology and suppliers was as seamless as possible. The superior level of change management has led to a widespread acceptance and trust of both DTP and HP within Malcolm Hollis.”

Mark Greening, DTP Account Manager remarks, “Our Account and Project teams have worked hard to ensure that the transition was as seamless as possible. The superior level of change management has led to a widespread acceptance and trust of both DTP and HP within Malcolm Hollis.”

**Mark Greening,  
Account Manager at  
DTP Group**

Telephone: **0113 276 0210**

Web: [www.dtpgroup.co.uk](http://www.dtpgroup.co.uk)

Email: [managed-print@dtpgroup.co.uk](mailto:managed-print@dtpgroup.co.uk)

Follow us on Twitter for the latest IT news and insights @DTPGroup IT

**SOLVING**

**IT TOGETHER**