



Intelligence that delivers

Print Management Solution for Microsoft Ireland

Ergo manage Microsoft's total print output with just one standard machine type. This means that all internal printing and external license agreements, contracts and other communications are printed, scanned and photocopied by a single device managed by Ergo.

Background

Microsoft Ireland is located in Sandyford Industrial Estate in Dublin. The Dublin operation is the third largest Microsoft office in the world. The operation controls Manufacturing, Distribution, Logistics and the European Data Centre, it includes Revenue Accounting and VAT reporting for 41 European Subsidiaries. In addition, the Microsoft European Operation has responsibility for certain markets in Africa, Mediterranean and Middle East countries (EMEA).

The company is a major contributor to the Irish economy as it sources 70% of its raw materials and services in Ireland, involving expenditure in the economy in excess of EUR 300m per annum.

Typical of most fast growing organizations the fleet of printers in Microsoft was increasing in an ad-hoc fashion, with no central management, purchasing or maintenance etc.

The Challenges

- To develop a robust print and document production solution.
- To minimise the spend on providing printing and services.
- To maximize user satisfaction with minimum downtime.
- Provide a strategic approach to print and document infrastructure.

First Steps

After an assessment of the existing site, which examined the number, age, type, the population each device was serving and the costs associated with providing the service along with any cultural issues that needed to be addressed, a solution was proposed to standardize to one model, thereby reducing the stocking of various spare parts and consumables. The proposal also included a quarterly fixed invoice for the complete service.

Phase Two

Year after year Ergo managed the print and continued to build on its relationship with Microsoft. Ergo



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Liz Roche, Microsoft

proved their ability to respond. Liz Roche Senior Buyer says, "Ergo have a healthy service culture and they are not an organisation to say no". Ergo continued to find new print solutions to maintain and advance Microsoft's leading edge.

On the Move

An integral part of the Microsoft management culture is the value of its employees. This was reinforced with a move to the state of the art, 3rd generation, Atrium building in Sandyford Industrial Estate, which opened in February 2002.

Best of Breed

The Atrium building is one of the most technologically advanced buildings in the country from its architecture to its data infrastructure and telecommunications. Working very closely with Microsoft to achieve the best of breed Ergo developed a new printing concept where one machine would print, scan and photocopy. The project was named TPS, Total Print Solution.

Planning and Implementation

TPS offered even more efficiencies to Microsoft in that the existing equipment used to print, photocopy and scan occupied valuable floor space. Microsoft believed that the space could be better utilized if one machine

(about the size of a standard printer) could cover all functions. The TPS was planned to roll out in February 2002 with the new building.

The Microsoft Dynamic

Liz Roche was all set for the February start date but was concerned about staff education. Staff were being educated on the many aspects of the new building before the move so as to minimize disruption. So Liz requested Ergo to roll out the TPS two months in advance of the February date. Ergo responded and TPS operation began site wide with great success in December 2001. The TPS was then migrated to the new Atrium in February 2002.

Conclusion

Today Ergo manage the total output solution for Microsoft. Microsoft have an Ergo engineer on site full time which guarantees a 15 minute or less response time. As Liz says 'this solution wins hands down, "Best of Breed" for a Total Print Solution? We think so'.

For more Information Contact:

Ergo
1st Floor, Block T,
East Point Business Park,
Dublin 3,
Ireland.

Tel: +353 (0)1 8843200
Fax: +353 (0)1 8843201

www.ergogroup.ie
info@ergogroup.ie