Multi-Site Serviced Office Space

Digicorp

Serviced Office Space Case Study

"We operate multiple sites and supply a service to multiple tenants. Digicorp provided us with a solution that integrated seamlessly with our client management system and has enabled us to take back control of the print environment. Our tenants also receive a much better service."

Challenges

1 With multiple sites and multiple tenants, the company had no control or visibility over the print environment.

2 In need of a solution that would integrate with their client management system for easy client billing.

3 Clients working off a variety of devices (Mac and PC) with difficulty allocating costs to tenants

Our client is a premium serviced office provider revolutionising the office experience. Founded on the principles of providing hotel-style customer service, cutting-edge design and innovative technology the business offers tenants a unique workspace environment. With 10 locations across London and the South East, 5 of which were acquired within the last 12 months, the company were expanding rapidly and needed to address new business challenges to deliver more efficient, agile operations.

Each business centre had multiple tenants and no way of monitoring print behaviours and controlling costs on an individual basis. The client needed a system which would integrate with their client management system and enable staff to raise invoices based on accurate usage reporting. What's more, the chosen system would also have to contend with the variety of technology used by tenants, i.e. PC, Mac and mobile devices.

Our client is a flexible working environment, so the ability to swiftly and securely set up and remove tenants is vital. The very nature of flexible office space also meant that often tenants and staff would make use of several locations and their facilities. The client needed the ability to offer print at multiple sites with a uniform experience.

Solution

1.   Implement a PaperCut Managed Print Solution

2.   Integrate the print function with the business' client management system

3.   Enable staff and tenants to release print using their door entry proximity cards

4.   Allow staff to print from multiple sites with the cloud-based accounting server

4.   Provide an integrated scanning solution

Digicorp began by addressing the need for greater visibility. The network-based software, PaperCut, was deployed on each Multi-Functional Device at all sites. Integration with the company's client management system meant that any usage reporting would automatically feedback into the system, enabling staff to recharge and invoice the tenant.

A Follow-me print solution was implemented giving staff and tenants the ability to release print jobs from any printer using the same proximity cards issued for door access. Regardless of where the tenant is within the building or whether they are using a different location, the cloud-based accounting server makes it possible to retrieve documents from the nearest available printer. Irrespective of location, usage information reports back to the central management system.

Digicorp also implemented a bespoke scanning solution that enabled users to scan directly to their emails via a single simple to use interface, which significantly enhanced the service and provided a uniformed client experience.

Outcome

1   A seamless print environment for tenants and staff

2   The system captures every print, copy and scan so that they can be charged back to the client in a single invoice

3   Experience across all sites is identical

A variety of Digicorp managed print services have delivered significant savings, but most importantly have enabled the client to improve business operations, efficiency and productivity - benefits which the organisation can also pass on to its tenants.

The popular Follow-Me print solution gave staff and tenants improved security and confidentiality, as documents can only print while the user is at the machine. It also had the added benefit of reducing waste, as any unprinted jobs autodelete within 24 hours.

The new software provided a consistent, secure experience across a multisite and multitenant environment making it easy for staff to manage and maintain. Every print, copy and scan produced is captured and can be charged back to the tenant offering a new source of revenue for our client.

About Digicorp:

Digicorp is an independent provider of business technology and solutions. With expertise in print, document management, collaboration technology, communication systems and IT services, we work closely with our clients to understand the challenges they face and their vision for the future. As an independent company with industry-leading partnerships, we can develop bespoke solutions for clients that add value and inspires positive change.

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