‘The Xerox track record of being a global leader in Managed Print Services (MPS) first got our attention. The initial assessment opened our eyes. And the final results were exactly as promised’.

—Mr. Vesa Erolainen, CIO, Pöyry

Our Challenge
‘As an international consulting and engineering company with 6,000 employees based in Finland, our local print environment was complex, to say the least. Characterised by a wide variety of equipment, no proper visibility over costs and countless personal printers, keeping efficiency up and support calls down had basically become impossible’.

Our Solution
‘We called on Xerox to step in and help us take control of our entire print infrastructure and the thousands of documents being handled daily. They very quickly brought their Managed Print Services strategy to life, complete with Xerox® Secure Print Manager Suite and Xerox® Mobile Print Solution. We also deployed Xerox® DocuCare services in our headquarters. It really was a full spectrum solution, from security to mobility to optimisation’.

Our Results
• Reduced total devices from 315 to 109, increasing the employee per device ratio from .6 to 2.3.
• Projected to dramatically reduce CO2 emissions by 43%.
• On pace to cut print costs by 30%.
• Eliminated accidental or forgotten prints.
• Lowered support calls and boosted productivity.
• Enhanced security of client data and provided peace of mind when scanning and printing.
• Freed up a largely mobile workforce to print on the go from any location.
Getting the Project Under Way

Pöyry, headquartered in Finland, has been offering strategic advisory and engineering services to clients around the world since 1958. So when this global company chose to undergo a project of their own to take control of their printing, strategy was top of mind.

With nearly one-third of its employees working out of the local office in Finland and thousands of large-scale projects being completed each year, the company’s print environment had become extensive and unnecessarily complex. Nearly every employee had their own personal printer, many of which were supplied by different vendors.

Constructing a Strong Foundation

Xerox went to work, assessing the print environment and mapping out a new plan for how to consolidate and best leverage the many devices in place. Overall, the number of devices shrank from 315 to just 109—a major reason the company is projected to cut CO₂ emissions by 43 percent.

‘Consolidating devices was key. But we also needed to change behaviour. Before Xerox stepped in, it wouldn’t be uncommon to find reams of one-sided colour prints abandoned on a print tray’.

Follow-You Printing took care of that. Pöyry employees no longer have to worry about accidentally printing documents or forgetting to pick them up. Users simply print a job and release it once arriving at the print device.

Building Up Control and Security

Of course, the optimisation went beyond simply restructuring the environment and adding Follow-You Printing. Innovative analysis and visualisation tools provide deep insight into document and print data. Information on printing behaviour and device usage is now readily available, giving Pöyry great visibility and control over costs.

Xerox® Secure Print Manager Suite adds another dimension to this control. For optimisation and security purposes, rules regarding who can access what devices and how they use them are under the discretion of Pöyry management. Physical security is a factor as well, requiring users to authenticate with card readers or enter PINs using touch screens.

Mr. Vesa Erolainen, CIO, explains, ‘Many of our projects are high profile. Same goes for our clients. So, of course, we recognised the importance of securing our data and documents. Being able to control access and usage is absolutely critical for us’.

Powering Mobility and Flexibility

‘Our workforce is constantly on the move. Between our expansive local office network, people working from home and public work spaces and travelling to projects on site, our employees are everywhere’.

The Xerox® Mobile Print Solution empowers employees to be more mobile and flexible, enabling them to print securely and easily from their mobile devices. Now document quality and security are guaranteed no matter where documents are being sent or stored.

Proactive Maintenance

‘In the business of large-scale engineering projects, getting ahead of potential issues and providing constant proactive maintenance are core to what we do. Same goes with Xerox and their approach to print management’.

Whereas previously Pöyry was fielding support calls left and right, with a proactive approach to print management, productivity has skyrocketed and the IT department is free to focus on higher value tasks. Plus, the addition of Xerox® DocuCare services at the Pöyry headquarters means specially trained Xerox support staff are always on site working alongside help-desk staff and other personnel.

Looking to the Next Project

‘We’re on track to realise cost savings of 30 percent. Productivity gains have been excellent and we’re very happy with the security and mobility improvements.’

‘With the resounding success of this initial solution, we’re already exploring how more advanced workflow and sustainability solutions can help. This is a partnership in every sense of the word and we can’t wait to see where it takes us in the years ahead’.

About Fuji Xerox Global Services. Since its inception in 2007, Fuji Xerox Global Services has maintained its market leader position in document management and consulting services globally. At Fuji Xerox Global Services, we help our customers re-engineer their document management processes, ensure seamless integration into their current IT infrastructure, transform document-intensive processes and customer communications to achieve operational excellence, costs efficiencies and sustainable growth. As your business partner, your success is our success. For more information, please email fxgs.marketing@fuji-xerox.com or visit us at www.fuji-xerox.com/eng/solution/globalservices/

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‘Having a partner that can deal with challenging expectations was refreshing. Timetables changed. Objectives changed. The commitment from Xerox never faltered’.

—Mr. Vesa Erolainen, CIO, Pöyry