



utility

CHALLENGE

- Aging, unreliable printers, copiers, scanners and fax machines
- Separate document management vendors supporting 40 office locations
- Multiple invoices and payments

SOLUTION

- IKON Document Output Strategy Assessment
- National IKON partnership to provide document management solutions and services
- Consolidated invoicing, standard reporting and pricing structure
- New multifunction devices with electronic document workflow tool
- Document accounting and cost management solution

RESULTS

- 90% employee satisfaction with new equipment and technology
- Right-sized fleet, resulting in a 41% reduction in equipment
- More than \$500,000 in recovered costs
- Seamless vendor transition, enhanced internal and external communication

Michael Baker

Creating a Roadmap to Streamline Workflow and Enhance Processes

ABOUT THE CUSTOMER

Michael Baker Corporation (AMX:BKR) provides professional engineering and operations expertise for public and private sector clients worldwide. The firm's primary services include engineering design for the transportation and civil infrastructure markets, operation and maintenance of oil and gas production facilities, as well as architecture, environmental services and construction management for building and transportation projects.

CHALLENGE

Michael Baker has grown from humble beginnings to more than 4,200 employees in over 40 offices across the United States and internationally. With this growth, Baker's document management needs have grown as well. In the past, individual offices utilized local vendors to quickly solve document management issues as needed. Staff members unfamiliar with office equipment made purchasing decisions, resulting in an assortment of inefficient, costly, and often faulty personal printers, scanners and faxes.

As Baker prepared to move into new corporate headquarters, it became obvious that its current document management solutions were no longer adequate. An integrated, easy-to-use and cost-effective total solution would be necessary to continue Baker's growth and success. In addition, Baker's executive leadership team supported the decision to standardize all equipment and services under one contract with one consolidated invoice.

SOLUTION

After evaluating multiple vendors, the company turned to IKON to conduct a Document Output Strategy Assessment to determine Baker's document needs and recommend a roadmap for greater efficiency through streamlined workflow and enhanced processes. Through this assessment, IKON Professional Services consultants study and analyze the document output of printers, copiers, faxes and scanners. IKON provided key data around Baker's production environment and assets, including utilization rates and productivity analyses, print production applications, service and supply costs, floor plans and end-user satisfaction.

Michael Baker

IKON recommended that Baker replace its fleet of copiers, printers, faxes and scanners with multifunctional printers equipped with an electronic document workflow tool. With this tool, Baker staff can scan paper documents at a multi-function copier and convert them into electronic files that are delivered instantly to their e-mail inbox. In addition, IKON recommended an electronic document accounting and cost management solution, allowing Baker to recover costs, better manage its devices, charge for document output and increase security through comprehensive audit trails.

Baker took IKON's recommendations one step further, choosing to eliminate desktop printers company-wide. After company executives informed employees of the upcoming equipment and service changes, the Baker/IKON team began visiting satellite offices to gauge existing challenges and concerns. "Employees were attached to their personal printers," said Joe Miller, Baker's Office Services Manager. "Convincing these employees that shared document management equipment would be a better option was not easy. IKON worked with our team and employees to provide the tools and support necessary to help our employees see the advantages of change. The rollout process was smooth and successful."

The Baker/IKON team also worked closely with the facilities planner to design mini copy rooms and centralized printing pods to replace all single page printers. Most of the offices were transitioned with IKON and Baker completing the entire change over the course of one weekend. On Monday, employees arrived to individual instruction sheets and manuals on each desk. Personal attention was the key to a successful transition, and IKON representatives were on hand throughout the process.

RESULTS

As a result of these changes, Baker has reduced its equipment fleet 41 percent and achieved significant cost savings. In the first year of the document accounting solution, the company billed an average of 29 percent of its printing, resulting in \$150,000 in recaptured revenue. In addition, IKON's consolidated invoicing has reduced Baker's

previous 150 invoices to two, resulting in \$120,000 savings annually. Baker has also reduced copy costs by more than \$300,000 in 22 months.

Baker has experienced tremendous efficiencies with the new scanning capabilities and electronic workflow. "Remote offices previously faxed invoices to accounts payable with the risk of machines being out of paper or the fax being illegible," added Miller. "Now, bills are received via e-mail in high resolution, errors are identified and payments are made faster. In fact, we saved \$2,000 in early payments in one monthly billing cycle."

Employee productivity has increased, with 90-percent user satisfaction with the new solution. For example, in the past, color printing was available to select offices through time-intensive printers that were often tied up by specific departments. Miller explained, "Previously, many offices required external resources to produce color materials. Now, most materials can be produced in-house and quickly, at a reduced cost."

The addition of an on-site IKON fleet manager to handle day-to-day logistics, user installations and tracking has reduced responsibilities once shouldered by Baker's IT staff. "Our IT staff was spending a lot of time fixing printing and faxing problems," said Miller. "Now, IKON manages anything from the wall out, which has helped keep IT resources dedicated to appropriate needs."

With new offices opening annually, Baker continues to improve its fleet efficiencies and plans to implement a digital archiving solution to store its large format drawings. In addition, the company is expanding its fleet of MFPs to include multiple offshore oil rigs, speeding the transmission and receipt of reports, timesheets and employee communications.

"One of the reasons we chose IKON was for the support we have received in the past and the strong relationship that has developed," said Patricia Meyers, Baker's Assistant Vice President/Administrative Services. "IKON worked to understand our business needs and continues to bring fresh ideas that contribute daily to our success. As our business continues to expand, IKON is committed to grow with us."

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