



Print Room Outsourcing  
learn about how the Perigord Group  
developed an innovative outsource solution for a  
multinational telecommunications company.



# Customer Profile

A leading multinational company in the telecommunications industry handling more than 40 percent of the world's mobile traffic with customers in more than 175 countries and employing in excess of 40,000 service professionals.

## Case Overview

The company operated an internal print room and its primary function was the production and distribution of training materials across the EMEA region. The print room occupied in excess of 100 square meters within their corporate offices.

The production process involved stocks of manuals being printed in bulk batches and being stored on site ready for distribution. Personnel ordered these manuals via internal email or internal post.

Given the nature of the customers industry, training materials were often revised, corrected or updated. Pre-printed manuals were pulled from stock and revised sections inserted. These alterations were documented using a manual docket system and an excel spreadsheet.

In addition, the print room required considerable back office input, processing purchase orders as well as the processing and payment of approximately 1,000 supplier invoices per annum.

## Case Conclusions

### Financial Control

The department represented a significant cost for the organisation.

- Capital expenditure and expenses including equipment leasing and maintenance, printing materials and shipping.
- 100 Square metres of corporate office space occupied.
- 2 Full time personnel with the associated employment costs.
- Back office staff

Our analysis pointed to significant saving achievable by outsourcing the print room.



# Quality & Efficiency

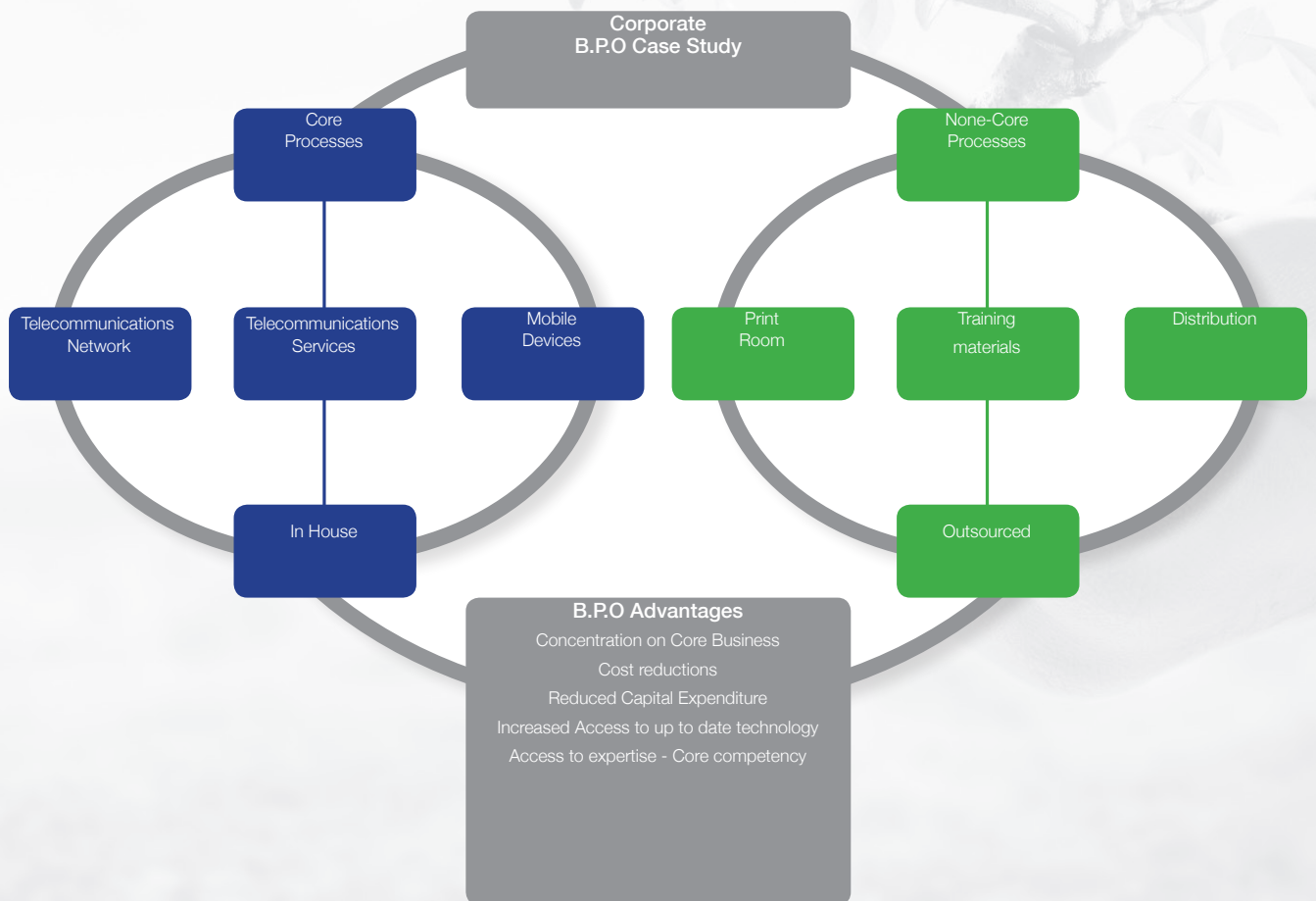
The company had no formal centralised system for the ordering & tracking of course material across EMEA. A large amount of time was spent scheduling and chasing deliveries of the material.

The company had no automated systems to store centrally and manage or track the soft copy files of course material and the numerous artwork revisions.

In addition, the company dealt with a huge quantity of invoices and purchase orders as part of the process.

We also concluded that the quality of printed material produced could be significantly improved by engaging the Perigord Group to print and finish their documents on state of the art printing equipment.

## the Solution





## Features of the artwork management system

- Securely upload and view the status of all native files during the proofing process
- On line proofing and approval of artwork.
- Secure storage of completed artwork, ready to view or order.
- Integration with SAP procurement system with capability to allow orders in SAP to update the artwork management systems ordering and tracking interface.
- Customer has the ability to order via a web-shop interface which allowed them choose a document, order it and specify quantities and to choose from default or bespoke delivery arrangements.
- Customer has the capability to view all orders in progress, together with all relevant information in real-time, via the secure online artwork management system from any location.

The system allows the customer the ability to view & track every aspect of the process from the proofing including native and final artwork, to approved artwork, as well as initial order to proof of delivery, all in real time.

## the Results

The company has now completely outsourced their requirements for training material while maintaining full visibility of every aspect of the process.

Key advantages of the solution are as follows

- Release of prime office space.
- Significant reduction in personnel costs
- Reduced printing costs by producing the documents on The Perigord Group industrial standard printing equipment
- Elimination of all print equipment leasing and associated depreciation costs.
- Reduction in invoice processing from several thousand invoices to 12 monthly invoices per annum.
- Reduction in back office costs in respect of staff payroll and the provision of benefits.

- All native artwork, proofing activities and final approved artwork are tracked in real time on a secure web-portal to all stakeholders with access rights.
- All artwork and naming conventions are standardised allowing easy identification of correct artwork.
- All orders placed for any worldwide destination can be tracked from initial order details to date of time of printing to proof of delivery.
- Historical orders and reports on ordering profile can be generated by the customer.
- SLAs and non-conformities are controlled by applying rules within the artwork management system.

The automated systems developed by The Perigord Group allows the agreed SLA terms to be programmed into the system and these drive the production and shipping deadlines. All work is now printed using the latest automated industrial printing technology. This has created significant financial and administration savings.

## about the Perigord Group

The Perigord Group are a Global Production Agency. Headquartered in Europe, we also have offices in the USA and APAC regions. We help clients and agencies create, manage and deliver their brand messages nationally and globally when required.

Founded in 1976, our heritage lies in traditional prepress, however a key strength and ingredient to our history of success is our strong commitment to evolution and technology innovation.

We believe in partnership. We integrate with our clients business process and it is within this partnership model that we work best. For example, our GLAMS product is a collaborative system, which connects all stakeholders in the creation of marketing collateral. This delivers to our clients, full control and full visibility of project progress.

We are a private company owned by Alan Leamy (CEO) and Paul Leamy (CTO).

The logo for Perigord group features the word "Perigord" in a bold, black, sans-serif font, followed by "group" in a smaller, lowercase, black, sans-serif font. Above the letter "i" in "Perigord" are four small, colored squares: blue, cyan, magenta, and orange.

