

Professional Services Customer Story

## Global roll out saves on printing



### Management Need

Halcrow Group needed to streamline printing by creating a one-solution infrastructure, transition staff to viewing drawings online where possible, and create a chargeback system to staff for per-use printing. Additionally, the business also needed to put checks on how much personal printing was being conducted at work.

### The Solution

Choosing PaperCut NG provided Halcrow Group with a simple rollout and configuration across their global network:

- ▶ Synchronizing with users and departments
- ▶ Charging printing to client accounts
- ▶ Tracking printing by paper size, color and duplexing
- ▶ Flexibility to configure page costs, account lists, access and filters

### Result

PaperCut NG streamlined Halcrow Group's systems and reduced the amount of pages printed on site by more than 50%. Printing charges are also brought into the client billing system automatically, and print tracking has allowed the business to educate users and reduce waste.



#### Customer Profile

**Halcrow Group Limited**

**Country** USA

**Users** 5,000

**Website** ch2m.com

Halcrow offers construction planning, design and management services for infrastructure development from its worldwide network of offices in the UK, Dubai, Manila, Kuala Lumpur, Hong Kong and Australia.

In 2015 the Halcrow Group was rebranded to its parent company, CH2M.



#### Configuration

**Product** PaperCut NG

**Workstations** Use a login script to run the client from a shared folder on a secondary server

**Grayscale Printers** 40

**Color Printers** 700

**Primary Servers** 2

**Secondary Servers** 30-40

## Pilot and roll out

During the pilot phase Halcrow Group staff were impressed with the availability of technical information and the level of customer service provided by PaperCut.

The support team provided definitive answers to technical questions and alternative ways to implement PaperCut NG, ensuring a smooth rollout.

## Drafts, prints and more drafts

Any construction business would know that building designs are a complex undertaking. And with multiple stages of product designs, it's understandable that designers would want to get as many possible draft versions as they can.

Unfortunately, for Halcrow Group and it's 4,000+ staff, that started causing a problem. With so many people printing out drafts, printing costs skyrocketed. At the same time, the company found that many people were using their printers for personal uses without any limits.

The company started searching for a system that would allow them to accomplish several goals. Firstly, transition staff to viewing drafts online wherever possible. Secondly, introduce a system whereby printing costs could be charged back to the individual staff member. And finally, limit the amount of personal printing that could be performed in the office.

## Getting everyone on the same page

Halcrow Group started investigating a number of different print control solutions, but ultimately, none were able to satisfy every single need the company had. That is, until PaperCut NG was able to offer better value for money than the alternatives.

Middle East MIS Manager, Martin D'Souza, quickly found that PaperCut NG allowed for a simple rollout across the company's vast, global network. This meant the company could get up and running with fewer complications than other more complex software.

PaperCut NG allowed Halcrow Group to synchronize with its Active Directory, and provided the ability to charge printing to client accounts. This fulfilled one of the business's top objectives to control and recover print costs.

Halcrow Group now enjoyed the transparency of information available to staff about how the system actually worked including full flexibility for page costs, account lists, access and filters for each business site, all via a simple web-based user interface.

## Paper waste? Not a problem.

One of Halcrow's main goals was to reduce its paper wastage – and PaperCut NG has been able to achieve that, and more. The number of pages reduced per year, per person has reduced by more than 50% in the Glasgow office, with similar reductions in other offices.

Printing charges with job details are now imported into the client billing system automatically for the UK offices. Between 30,000 and 40,000 client accounts are active at any one time, and these are set up as shared accounts in PaperCut NG, ensuring costs can be assigned at print time. Other offices benefit from print monitoring and tracking in order to educate users and reduce waste.

## Rethinking print

PaperCut NG has also helped staff transform their view of printing in the office to help save on supplies.

"When PaperCut NG was deployed, Halcrow evangelized the print management concept internally with the catch phrase 'think before you print'. Paper conservation cause champions emerged from among the users, emails were sent to the champions periodically to reinforce the conservation message. This created a cultural change at Halcrow that continues to reap operational cost savings today," says D'Souza.

## The final word

Halcrow Group deployed PaperCut NG with ease, along with complete customization, this powerful software was easy to use by all staff.

Find out how to chargeback your print costs, email or visit

[sales@papercut.com](mailto:sales@papercut.com)

[papercut.com](http://papercut.com)