

# Karlson helps Cygnet Health Care to create a mature managed print model

**Cygnet Health Care, founded in 1988, provide exceptional care for those with mental health needs and learning disabilities across the UK. In the summer of 2017, Karlson was selected by Cygnet Health Care to provide a managed print and document service, after an extensive market review and selection process. The business was going through major change and expansion and it was commencing a major transformation of its technology infrastructure. Part of the process was to transition from a non-controlled, transaction-based print model towards a mature secure/follow me, fully managed print model.**

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Karlson initially implemented a “service take over” whilst creating an online dashboard of current assets across the business, in order to provide wider visibility to support the transformation process and design. This dashboard was then retained in steady state to provide direct online data of all aspects of the estate and service levels real time.



## share more

The dashboard allows information to be shared between all elements and departments across the business, from finance, IT, legal, and procurement. In addition, Karlson has helped Cygnet to redefine their processes through workflow automation, resulting in a huge reduction of the number of documents printed. By printing less and Cygnet Health Care can do more.

## secure more

Previously, Cygnet had less control around printing documents and securing the printing process. Today, they have a full secure printing solution that has allowed them to reduce waste, improve employee satisfaction, business productivity, reduce IT complexity and most of all, provide business and employee protection through full security.

## save more

Cygnet Health Care has gained huge tangible savings, unlocking free money from the budget and creating at least 30% hard savings. This has been possible through a reduction in the cost of assets, print volumes and employee's time as well as a reduction in general paper and ink waste across the business.

Justin de Vally, CIO Cygnet explains,

**"I recently joined the Cygnet business as group CIO. I was delighted to hear that Karlson was the incumbent print/document partner. I have partnered with them in previous businesses and always found them to provide a tremendous solution and service, focused on driving costs down and improving business productivity."**

Stephen Todd, Director Karlson UK says,

**"The Cygnet project was a perfect profile customer to demonstrate the full scope and capability of the Karlson business. The project included immediate take-over of old legacy assets, while we simultaneously designed a future state model for the business together. Now we are behind the full roll-out, we are focused on other areas to help them become even more agile, from archiving of paper and electronic formatting to wider document automation and external print expenditure."**