



Fremantle Trust chooses Karlson to transform printing costs and improve service

The Fremantle Trust is a registered charity and not-for-profit provider of innovative, high quality care and support services.

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In September 2012, Fremantle were considering switching from their current "Vendor direct" model and began to investigate alternative supply options. The review was orchestrated by Fremantle's Financial Controller. Through the incumbent IT service partner, Selection Services, Karlson started by implementing a comprehensive audit of Fremantle's print device estate. The findings were then compared to a range of internal management information to determine what overall savings may be possible - the results were over 20% per quarter.

In a world where paperless workplaces remain impractical, we help businesses achieve bespoke paper-lite realities. While many organisations are overrun with waste, out of date technology and outmoded mindsets, we are champions of change. **Because when a business prints less, it can do more.**



£ save more

Freemantle were looking for a much more transparent approach which would allow the business to work towards permanently printing less, and doing more, while also containing costs and improving service. The contract was executed in December 2012 and the transaction programme completed on time two months later. With 53 autonomous sites across the UK, Freemantle found it hard to control use of local desktop devices and ensure the correct utilisation of its print asset investments.

Aging and expensive to maintain devices were removed and replaced with fewer, new and more efficient devices across the estate.

“Working with Karlson has enabled us to deliver on all areas of improvements we were looking for, reduction in total number of printers, more efficient use of multifunction devices and reduced administration for our home staff”

IT Manager at Freemantle

To date, the managed service has allowed Freemantle to reduce their number of machines by 35% as well as resolve legacy supplier issues.

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The new service provision not only fixed legacy supplier challenges it also made significant improvements to Freemantle’s end user experience, IT control and visibility. While having more control on their printing, Freemantle can have better control on their document security, which is especially important for a healthcare business who have access to high amounts of personal data.

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Now that the initial benefits of migration have been realised Selection Services, Karlson and Freemantle are building a collaborative plan to reduce cost and improve service continually during life of the contract. This includes potential for the provision of a wider enterprise.

“We are delighted to be working with Freemantle. The agreement provided even further depth to our extensive Healthcare portfolio and demonstrated the strength of the collaboration with Selection Services. We look forward to continuing to deliver sustainable cost and service improvements for them year to year.”

Stephen Todd, Director at Karlson