

# Karlson work with Harvey Nichols to stay at the forefront of their industry

Based in one of London's most prestigious postcodes, SW1, Harvey Nichols first opened its doors in 1831. Renowned as home to the latest luxury fashions from world famous brands like Gucci, Valentino and Vivienne Westwood, it has maintained its reputation as one of the best known and most cutting-edge retailers in the UK. Harvey Nichols works hard to stay at the forefront of their industry. In 2017 they initiated a competitive tender process to find the right print and document management partner for the business.

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Lee Smith, Head of Technology and Innovation at Harvey Nichols, explains,

**"We already had a managed print solution in place, but we were looking to push the cost savings and technology innovation further than ever before. The tender process helped us see what else might be possible, opening our eyes to how much more could be achieved with the right partner."**

Through a thorough print audit process in the summer of 2017, Karlson demonstrated exactly that. Though Harvey Nichols was further along a paper-lite journey than many businesses, there were notable paper processes that could still be greatly improved. Using cutting edge monitoring software and a predictive support model, Karlson helped Harvey Nichols clearly see these opportunities.



## £ save more

Vasco Hill, Account Director at Karlson, elaborates,

**“What’s defined this working relationship is the way both sides have integrated their ambitions to create the best possible programme of change for the business.**

“It was important that the new fleet and software was all installed and working before the new year. Timings meant that installation needed to happen in early December, during the Christmas season, often the busiest time of year for any retailer. However challenging, this approach ensured significant cost savings for Harvey Nichols, and everything was achieved without ever disrupting the thousands of daily visitors they received.”

Within four months other savings across twelve Harvey Nichols locations include:

- Reduced the total number of printers by 13%
- Reduced overall print spend by 20%

## 🔒 secure more

Employing Papercut software with printing rules implemented, Karlson has also ensured that the upgraded and networked printers in place are as secure as possible. As the gatekeepers of sensitive customer data – retailers have a duty of care to ensure any devices on their IT systems are secured against malware and other data-hacking tactics.

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Lee Smith, Head of Technology and Innovation at Harvey Nichols, looks to the future,

**“After such great progress, Karlson have undoubtedly earned the right to give us further advice about what else we could improve.”**

Steve Todd, Director at Karlson adds,

**“With so many technological advancements in the front of house retail experience - including virtual reality changing rooms, self-checkouts and digital assistants - we are advocating for a similar tech-enabled approach in back office processes. As our relationship with Harvey Nichols develops we will focus more on the movement of documents through their organisation, enabling the business to share more information with greater ease and reliability.”**