

The TSSA's journey with Karlson; creating a cultural change in one of the UK's most influential unions

The Transport Salaried Staffs Association (TSSA) is an independent trade union for the transport and travel industries, with over 37,000 members across the UK and Ireland. Karlson were first introduced to the TSSA in September 2015 at the annual TUC conference. Having worked with the Trades Union Congress and the Communication Workers Union (CWU) since 2004, Karlson have a great track record of providing bespoke print and document solutions to meet specific trade union needs.

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Bill Todd, director of Karlson UK explains,

“Having worked with the trade union industry for over 20 years, we instinctively understand the unique challenges unions face in improving operational costs, and a desire to integrate the right new technology.”

Following an audit in May 2016, Karlson UK designed a bespoke managed service to streamline the TSSA's document handling processes, improving efficiency and security across all their six nationwide locations. With no central management for print and document solutions they had multiple site contracts and various multifunctional products (including desktop printers) that were expensive to run. This meant that they had very little pricing consistency, waste control or security around document production throughout the organisation. In addition, their Derby office hosts their in-house print room facility, which was antiquated and inefficient.



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The project has been a fantastic success. Working closely with Frank and his colleagues at the TSSA, Karlson UK designed a bespoke, union-wide print and document managed programme and began installing the new solution in September 2016.

As part of Karlson UK's continuous improvement ethos, they are working with the TSSA to further enhance the positive impact of these solutions. Bill Todd of Karlson adds,

"I believe that our work with the TSSA has been so successful because our joint mission is clear: to better serve their members through fit for purpose technology."

secure more

A key element of the bespoke solution is the introduction of union-wide secure printing and waste control process. Enabled by a managed software solution, it's also in line with General Data Protection Regulations (GDPR) and complimentary to improved publication design and output processes at the Derby print room, via a specialist, pro hardware and software refresh.

Frank Ward, Assistant General Secretary of the TSSA, comments,

"We knew that one of the biggest challenges we faced was deciding the future of our production print room. We needed to refine our in-house technology and processes to preserve its inherent value to our organisation. We are the providers of a lot of valuable information for our members and a future-facing print room is key to producing the highest quality communications."

save more

Together, Karlson and the TSSA have enabled a culture of print less and do more, including:

- Annual cost savings of over £20,000
- Nationwide hardware refit across their six locations within five months
- Improved hardware devices insuring greater print quality and waste control
- Reduction of more than half the devices across all locations.