

Karlson delivers savings, efficiency and outstanding service for the TUC

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The TUC generates a large quantity of printing across their London headquarters and regional offices and they also run a print service from their headquarters on behalf of other organisations. Historically, the TUC placed contracts with manufacturers directly, but they had grown unhappy with the level of service and general value for money obtained.

In 2010, they retendered to seven suppliers. A mix of manufacturers and service companies were invited to bid. The TUC's printing department are very specific about their needs and required a supplier which could match their high expectations.

Karlson were awarded a five-year contract for the TUC's multi-function device estate of twenty devices.

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Karlson initially undertook a thorough audit of the TUC's existing estate and print volumes. This information was then used to design a solution based around their operating needs – not around machine functionality, which had historically been the case.

Karlson took full account of the TUC's service expectations and reoriented their fleet of devices to enable these service levels to be achieved. And because Karlson are not tied to any particular manufacturer, the replacement machines were matched to the TUC's needs and did not require any compromise on their tender specifications.

The head office fleet was replaced within a week, without any disruption for users, and the regional office fleets were all replaced within only two weeks.



secure more

When it comes to document security, printers are often overlooked along with other back-end office processes but having more control on your printing can enable a much more secure data and document environment.

“Working with the TUC has been excellent – the transition to a more efficient print strategy has been seamless, and this is in large part due to the relationship we’ve built with them. By understanding how they work and exactly what the print managers and users need, we were able to build a like-for-like solution that delivered 20% savings on day one. We are now focused on creating additional savings and continuing to add value on a long-term basis.”

Bill Todd,
Director at Karlson

save more

“We have saved a lot of money going with Karlson, but the most impressive thing so far has been their level of service and attention to detail. They are definitely exceeding our expectations and setting a high benchmark for anyone else to beat.”

Dennis Tristram,
Print Room Manger

The partnership between the TUC and Karlson has enabled:

- Annual cost savings of 20% even though regional office mono machines were replaced with colour capable ones, which significantly increased volumes of colour printing.
- Vastly improved equipment reliability and “superb” quality of customer service.
- Proactive account management delivered by dedicated support team with access to remote monitoring capability.
- A print management solution based on operational needs rather than machine functionality.
- Reduced operating overhead needed to manage the print room and associated estate.