

FRANCE

## Degrémont

## Success Story

Industry

LEXMARK

SUMMARY

Degrémont, a subsidiary of SUEZ ENVIRONNEMENT, a global specialist in water treatment plants, chose Lexmark's printing solutions to optimise the management of its business printing services. Six months after the Lexmark solution was implemented, the number of devices, pages and consumables was reduced accordingly.

### Degrémont awards management of its printing services to Lexmark to reduce its costs and its environmental footprint.

#### The company

A division of SUEZ ENVIRONNEMENT, Degrémont specialises in water treatment plants. With a presence in more than 70 countries and more than 4,600 employees, Degrémont achieved revenues of € 1,014 million in 2008.

#### The challenge

The lack of standard printing equipment, which consisted of some 50 self-service A4 and A3 devices and more than 400 printers and MFPs of various brands for 1,200 users, combined with a stock of consumables spread across all of the company's departments, made it particularly difficult to manage the printing costs. Outsourcing the printing services to a supplier that could manage the infrastructure and the implemented solutions seemed to be the right thing to do to significantly reduce printing costs.

Moreover, the company needed a homogeneous printing model that responded to the different needs of its departments and dealt with the problems related to the security of the printouts and scrap paper. With the current contract about to expire, three of Degrémont's departments put together the request for quotation: facility management, IT and purchasing.

#### The Solution

This project was a success thanks to Lexmark's ability to understand Degrémont's needs. Over a period of five months, an audit was carried out to identify the needs of each department and determine how their expectations could best be met: suggest less product codes, better quality of colour printouts, innovative badge-based printing solution, print every type of document. And, because Lexmark keeps finding things that can be improved, Degrémont can continue reducing its printing costs without jeopardizing the company's productivity.

"We had some technical concerns in the beginning, but today I have to admit that our IT infrastructure is a lot easier to manage. Lexmark has met the needs to each department, and I am very pleased with the result."



– Philip Jacq  
Service Delivery Manager  
DSI Degrémont

Nevertheless, good communication with all of the employees and the management team is necessary to ensure everyone sticks to the changes and the project is a success. Using the programme 'paperreduce' suggested by Lexmark to help the employees through the change, Degrémont implemented an internal communication and information campaign. The IT manager heading the project has since received very positive feedback from the users and general management.



### The results

Lexmark met all of the criteria in Degrémont's the list of requirements by demonstrating its capacity to deploy and manage a unique service offer tailored to the company's needs. The goals defined at the beginning of the commitment were achieved in less than a year after entering into the partnership with Lexmark.

- The devices were standardised and distributed wisely: the number of printers and MFPs was reduced by 80%, from 400 to 90 at the three sites at Rueil-Malmaison. There is now one device for 11 people instead of one device for 2 people.

- The objective of reducing the number of pages by 20% over 4 years was achieved in just six months. Thanks to Lexmark's solutions, the number of pages printed should go from 8.7 million to 6.96 million over a period of one year, meaning a savings of 3,480 reams or 8,700 kilos of paper.

- The amount of consumables has been considerably reduced and should go from an annual consumption of 1,600 toner cartridges to 500. The annual reduction is estimated to reach almost 70%.

- The environmental footprint of printing has been reduced thanks to the implementation of features such as standard duplex printing, which reduces the amount of scrap paper. In six months, the number of pages printed has been reduced by more than 70%, while offering better quality service to the users.

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- The implemented solutions also helped improve the business processes. IT management is more flexible and the technical concerns at the beginning of the project have been replaced by real satisfaction. The number of calls to the hotline has diminished.

- The problems related to the security of the printouts have been fully resolved. Today, not one document is left lying in the printers, ending a potential leak of sensitive information. Every day at midnight, the print server is cleaned and the print jobs that were started by the users but not carried out are deleted.

