

### At a Glance

- 24% saved on servicing costs, worth £87k
- Complete set of new kit
- Rolling implementation over 12 months without disruption

### Solution

Turnstone worked with the client to create an RFP, including these requirements:

- Finance options inc. lease and purchase
- Secure printing
- Separate break fix contract for networked HP printers

Ten vendors, including re-sellers and manufacturers, were asked to complete a cost matrix and answer a range of commercial and service requirements.

Bids were evaluated against agreed criteria, with the results summarised into a “%” quality score.

Presented alongside the total lifetime price, the client were able to select the winner. Not the cheapest, but the best combination of cost and service was selected.

Turnstone worked closely with the client throughout, briefing them with all the information to make the key decisions.

### Outcomes

#### Cost savings

- 24% saved on servicing costs, worth £87k

### Client Challenge

The client is a national institute, the world’s largest certification body and a leading global provider of standards, management systems, business improvement and regulatory approval information.

The clients’ ageing multi-functional devices (MFD) estate was supplied through a small reseller, with an expensive service and maintenance agreement of varying reliability.

The estate included several different high volume models, plus many personal HP printers.

With a fiercely competitive MFD market, the client was concerned that complicated cost offerings from vendors would be difficult to compare.

*“The amount of work we saved by having Turnstone do it was huge. There’s lots of value in using someone who knows what they’re doing to whittle down the options.*

*Plus, they brought good objectivity to the process, so I’m confident we now have the best deal”*

**Head of IT**

#### Commercial benefits

- No business disruption during roll out
- Lower servicing costs for B&W and colour
- The ability to swap machines between locations
- Purchase and disposal of old kit by vendor