

concept

360°



Managed Print Services
With you in mind

Concept, as a wholly owned subsidiary of Xerox, have enhanced our ability to exceed customer expectations with regards to performance and cost savings. Specialising in workflow assessment and optimisation, our business is uniquely positioned to help companies understand true cost breakdown, asset deployment, usage patterns and volumes along with the development of sustainable working practises and continuous improvement initiatives. We have successfully led organisations – in every industry from healthcare to education and manufacturing – to achieve better financial results, improve operational efficiency and reduce environmental impact.

START BY SEEING THE BIG PICTURE

Today's economic climate is forcing companies to focus on being leaner, look for ways to reduce costs, improve overall efficiency and increase profitability. The Concept 360 Assessment serves as a gateway to discovering new and better ways to work with technology and handle the flow of information. Through years of collecting hard evidence and constructing thousands of assessments, we have identified seven core areas that drive the alignment of all technology and business process initiatives.

Understand Culture: In-depth look at the key factors of corporate culture that can be used to confirm that strategies align to specific business objectives.

Inventory Technology: Snapshot of a company's current environment including the identification of underutilised, obsolete and redundant assets.

Analyse Usage: Capture utilisation data for all technology and assets using a non-invasive collection tool that captures data from both networked and non-networked assets.

Capture Costs: Understand the total cost of

ownership with an in-depth review of both the direct and the indirect costs associated with technology and asset usage as well as ongoing maintenance.

Review Workflow: Blueprints how information flows and identifies any bottlenecks or inefficiencies.

Examine Processes: A thorough examination

of administrative functions including procurement and internal IT processes.

Study Sustainability: Sustainable working practices help companies become more environmentally friendly by: Lowering energy consumption / Lowering CO2 output and emissions for an improved carbon footprint / Reducing paper waste / Using less consumables / Remaining energy conscious.



Concept 360 i-Suite

i-manage

Allows you to take complete control of your Concept equipment.

- Secure online account management tool
- Live access to accounts information including overdue invoices, which can be printed
- Summarised equipment information and full service history of equipment
- Log service calls, order toner and log meter calls online
- View Concept key contact

i-maintenance

Used in conjunction with i-manage, the i-maintenance system allows Concept the ability to provide your business with a new level of service that is faster than ever before.

- Prompt and pro-active service delivery
- Automated fleet management
- Real-time incident notification
- Automatic meter readings and accurate billing



THE METHODOLOGY

Our experienced consultants utilise a 5 step approach to build a true picture of your current infrastructure, making it easy for you to clearly see what is needed.



THE BENEFITS

- Each recommendation is designed to deliver concrete, actionable guidelines that bring disciplined benefits to support your objectives.
- The first and foremost consideration is to improve your bottom line. In many cases, we are able to reduce workflow expenditures by up to 30%.
- It is nearly impossible to make improvements around areas that are uncertain. The Concept 360 Assessment provides clear visibility into your current technology and workflow infrastructure.
- Utilise Concept 360 as an outsourced partner so your internal employees can focus on business critical activities.
- Become more environmentally friendly with solutions designed to save on energy consumption and waste.
- Eliminate security risks associated with the flow of information. Our solutions follow government guidelines and are industry-specific.
- We operate as your trusted advisor and continuously evaluate your infrastructure to accommodate any changes in your business environment.

Results are built on actual data, not estimates or projections. We provide you with a roadmap for establishing critical metrics – so we can continuously monitor, manage and analyse results for ongoing improvements.

Providing the first class support to our customers is a key part of the proposition for Concept. In addition to our expansive team of field based engineers we also provide i-assist remote support helpdesks. The help desks are staffed by highly skilled members of our service division who have a wealth of industry experience. They are tasked with understanding and solving customer issues remotely. We are very proud to say that our resolution rate for i-assist support currently stands at under 30 minutes and we are still aiming to improve.

Concept use the unique i-audit tools set to take a visual approach to the task of constructing your managed print solution. Using your organisational floor plans i-audit enables fast and accurate collection of important information about your organisations output requirements. Utilising i-audit ensures that our final solution is a perfect fit for your business.

Why Concept Group?...

As an outsourced partner, not only do we have the expertise and a solid track record of optimising technology and workflow environments, we also have the unique tools and infrastructure to support your needs more efficiently.

- Expertise in technology and workflow management, installation and support.
- Experienced technical support staff dedicated to your industry.
- Enterprise remote support with one-click access so our engineers can remotely view, diagnose and resolve problems for companies of any size and in any location.
- A single provider that can take over the administration and the burden for streamlined procurement and billing.
- Experienced engineers that can quickly and easily solve problems or proactively prevent issues from arising.
- Fully customised to your specific needs – not a “one fits all” strategy.
- Automated reporting to manage and continually optimise your infrastructure.
- Guaranteed live support to ensure you remain up and running during business critical hours.

i-manage 

i-maintenance 

i-assist 

i-audit 

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