



A TRANSFORMATIONAL PARTNERSHIP

“Since 2009 our relationship with Canon has developed into a strong multi-level partnership that benefits the entire estate. Not only do we now run a significantly more efficient and environmentally friendly operation, but Canon’s commitment to Corporate Social Responsibility and digital strategies positively affects our people and our communities.”

Alistair Campbell

Team Manager Desktop Services,
East Lothian Council



Company Name

East Lothian Council

Industry

Local Government

Location

East Lothian, Scotland

Website

www.eastlothian.gov.uk

Services

All Council services are aligned to the following strategic objectives for East Lothian: growing its economy, growing its people and communities, growing its capacity, reducing inequalities.

Relationship with Canon

Since 2009

Objectives

Having been awarded the contract extension for the Managed Print Service (MPS), which has been in place since 2009, the objectives are to:

- Drive further cost savings across the Council’s Corporate and Education estates
- Digitally transform legacy processes by empowering users to think and work digitally
- Significantly reduce spend of limited resources on internal IT systems by implementing a more efficient model
- Continually improve operations while maximising cost saving.

Approach

Working together as a strategic partnership, East Lothian Council and Canon agreed on how best to enable a fleet refresh of all the Council’s printing devices that would both optimise performance and generate further cost savings of 26% during the extension period.

The Canon solution

- 202 x Canon ImageRUNNER ADVANCE Multi-Function Devices
- uniFLOW print management solution
- High-speed document scanners
- High-volume printing

Results

- Continuous service improvement
- Reduced costs through increased control and transformation to digital services
- Sustainable total cost of ownership
- Improved levels of end-user experience
- Reduced IT overheads
- A multi-level partnership across the Corporate and Education estates.



In 2009 the first Managed Print Service (MPS) on the Scottish Procurement framework was awarded to Canon UK by East Lothian Council (ELC).

Since then, Canon has aligned its complete partnership strategy to fully support ELC's vision of creating *'an even more prosperous, safe and sustainable East Lothian, with a dynamic and thriving economy that enables its people and communities to flourish'*.

"Our approach to East Lothian Council and its estate, coupled with continuing open and honest conversations, ensures both ongoing rationalisation and a successful digital transition strategy."

Neil Cleland

Key Account Manager, Canon UK.

Continuous improvement

"All relationships take time to develop and the one we enjoy with Canon today is no exception," says Alistair Campbell, Team Manager Desktop Services, ELC.

"For sure, the transformation we have undergone since 2009 was initially due both to embarking upon a Managed Print Service (MPS) with Canon and investing in innovative products such as uniFLOW print management. However, our continuing journey towards digital transformation has, without a doubt, been accelerated and eased due to the unstinting support we have received."

In 2018 the multi-level strategic partnership between ELC and Canon was extended for another three years. The extension supports ongoing document digitisation and efficiencies including:

- Continued cost and efficiency savings from across the Corporate and Education estates
- Enhanced productivity and digital transformation due to the added benefits provided by uniFLOW Remote Event Management
- Pro-active account management underpinned by continuous improvement strategies streamlining digital processes
- Proven capability and shared efficiency goals and objectives.

"Trust is a crucial part of our successful partnership - it certainly isn't just about the equipment Canon provides," says Alistair. "In this regard, the outstanding account management we receive from Neil Cleland has always been above and beyond what I would have expected."

Delivering best value

"Canon is smashing our Service Level Agreements."

Alistair Campbell

Team Manager Desktop Services, ELC

"When the contract was extended in 2018, our in-depth knowledge of the Council and its estate meant we were able to offer a solution that fully aligned with their objectives," explains Neil Cleland, Account Manager, Canon UK. "Through continued rationalisation and device upgrades we have delivered further cost savings of £262,000.

"Our forward-thinking strategic approach is also supporting a cultural change within ELC. Print levels are continuing to decrease and the workforce is becoming more agile as our solutions are deployed and we work together to prepare for the challenges facing local authorities such as the Reset, Reform and Renew recovery agenda towards further digital transition."



"As a proactive partner of SOCITM, Canon not only shares experiences and best practice with other local authorities within Scotland, we also gain a broader insight into the country's wider IT landscape including digital transformation. This supports our strategy and thinking with East Lothian Council."

Max Sykes

Account Director Scottish Procurement Framework, Canon UK

Canon

Partnership enhances community benefits and employability skills

By working strategically in partnership with Canon to harness the opportunities provided by technology, ELC is able to use information intelligently and actively pursue its vision to 'enable its people and communities to flourish.'

Transformational change is being delivered throughout ELC's estate with benefits including the following:

- An agile workforce
- Improved digital services
- Sustainable services
- Employability services aimed at increasing employment opportunities, particularly for young people.

Canon's locally based team also supports the Council with Employability Skills and Community Programmes. These programmes align perfectly both with the Developing the Young Workforce (DYW) partnership objectives as well as the principles of Kyosei (a Japanese word meaning living and working together for the common good) that are wholeheartedly embraced by Canon.

Engaging directly with the region's educators and young people, the Employability Skills Programme includes CV preparation, interview techniques and training, business knowledge and access to Canon's online digital training courses.

Further supporting the region's young people, Canon's account management team also offers 1-2-1 mentoring programmes that prepare students for entering the world of work by equipping them with transferrable skills including self-management, self-motivation and self-awareness.



Developing the
Young Workforce

"Executive engagement is part of our successful partnership with East Lothian Council. As a board member of Canon UK & Ireland, I am delighted to support the Council's leadership teams by visiting and sharing industry knowledge with them. I am also very proud to have been able to play my part in the Curriculum for Excellence by visiting schools within East Lothian and sharing my experiences in the world of finance with many of the region's young people."

Lynn Holmes
Financial Director, Canon UK

"We helped King's Meadow Primary School in Haddington attain its ECO Green flag by explaining to the young people how reducing printed paper and toner contributes to environmental credentials. We also enabled the school to save a significant amount on print by removing the printers they were using in desk top devices. The school gave the fiscal savings from the initiative to its exchange school partner."

Neil Cleland
Key Account Manager, Canon UK



Continuous improvement and partnership

"East Lothian Council and Canon have aligned strategies that are evaluated during our quarterly account reviews," concludes Alistair. "The account management offered by Canon enables us to discuss not only service levels and progress made, but also new and innovative solutions to facilitate our digital transformation agenda."

"Key topics include agile working, security, integrating Cloud printing and further digitisation – all of which enhance efficiency and reduce costs for the Council."

We look forward to discussing your requirements

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The Canon logo, consisting of the word 'Canon' in a bold, red, sans-serif font.