



At a Glance

Organisation: Glennon
Industry: Insurance/Financial Services

Organisation Profile

Glennon are insurance brokers, consultants, risk managers, and providers of pensions and related services to individuals, businesses and groups. For more than 50 years, Glennon has delivered value to personal customers in price and cover in the products and financial service they offer. With 80 employees in Dublin, the company is always looking to embrace innovation and use the power of technology to build competitive advantage and drive business growth.

Business Challenge

To refresh the company's document production infrastructure and specifically introduce colour scanning and printing in the most cost-effective way possible.

Solution

- Device refresh throughout the company's Dublin premises with 4 x KMC552 Multi-Function Colour Printers – 2 located on the ground floor, 1 on the first floor and 1 on the second floor. 1 x b & w KM 501MFP located in the basement.
- Configuration of the colour environment with controlled user policy and batch scanning which can integrate with the company's document management system.

Benefits

- Refreshed document production environment with high quality colour printing and scanning on demand.
- Zero capital outlay and full transparency of copy costs into the future.
- Facilitates the merging of some back office functions to streamline business processes.
- Helps to fulfill stringent regulatory requirements around internal document management.

Colour Printing and Imaging Solution Boosts Customer Service and Improves Business Processes at Glennon

Leading insurance service provider, Glennon has introduced colour printing and imaging to its organisation, resulting in streamlined business processes and improved customer service. The print environment was deployed and configured by MJ Flood. The solution allows Glennon to bring colour imaging and production in-house and to integrate it with their document management system. It also facilitates the merging of several back-office functions leading to more efficient document handling.

Insurance is a paper-intensive industry and archiving volumes are very large. Glennon produces almost 150,000 black and white copies per month. "An increase in the number of support calls on our existing copiers coupled with the need to introduce colour imaging to document production made us realise that a device refresh was on the cards," explains Donal Cronin, IT Manager with Glennon. "We knew that a combination of cost constraints and regulatory requirements would drive the configuration of that refresh."

As the incumbent supplier and one which had demonstrated a thorough knowledge of Glennon's business gathered over a 30 year period, MJ Flood was chosen to map out a migration path to next generation multi-function devices. A total of four Konica Minolta C552 MFPs were deployed together with one KM 501.

Professional Presentation of Customer Documentation

Glennon provides a variety of tailored and off-the-shelf insurance products for all the leading insurers, for both commercial and private clients. Access to four Konica Minolta MFPs located at specific locations throughout the building, allows staff to scan in colour and produce co-branded correspondence and other documentation in crisp, clear text, contrast-rich images and brilliant colours. "We no longer have to worry about printing letter-headed paper externally," explains Donal Cronin. "We're self-sufficient and the high quality of document production reflects our business ethos of professionalism, experience and expertise. I expect the demand for colour to grow strongly into the future. Most importantly, we have put the equipment in place to allow staff work more efficiently," he says.

An Economical Replacement for Older Machines

"It made sense for Glennon to move away from their existing monochrome units," explains Michael Power Jr., Director with MJ Flood. The KM C 552 devices deliver cost-effective colour production and with best in class power consumption, are more economical to run than any older machines or comparable systems on the market."



Solution Spotlight



The KM C552 is a top-end business communications system, ideal for large quantities of office documents in colour or b & w. It sets new standards in colour brilliance and finishing functionality, lowering the cost of document production and boasting compelling environmental safety and data security features.

Features

- Copy and Print up to 45/55 ppm (colour/black&white) in A4 and up to 23/28 ppm (colour/black&white) in A3
- Scan up to 78 opm in colour/black&white.
- Fax with Super-G3 mode with PC faxing and scan formats such as Scan to email, FTP and SMB with file types in PDF, Compact PDF and JPEG.

Benefits

- **Brilliant in Colour**
The output of the KM C 552 is easily comparable with that of a production machine. The ultra-fine particles of the systems' advanced polymerised toner ensure crisper, clear text and contrast-rich images.
- **Economical to run**
The KM C552 system offers best-in-class power consumption by only using power when operating and automatically switching off when not in use.
- **Good for the Environment**
The polymerised toner that ensures such brilliant output quality generates 40% less CO² emissions than that of conventional toner. In addition, more than 90% of the components can be recycled.

Meeting Regulatory Requirements

Operating in the insurance sector, Glennon is subject to stringent regulatory requirements in terms of document storage and retrieval. "Every version of the same document has to be stored separately," explains Donal Cronin. "Staff also have to be able to easily find and retrieve correspondence including scans of documentation. Trace-back functionality in the ineo devices makes this process quick and easy. It helps to boost productivity and streamline workflow," he adds.

The scanning ability of the ineo machines is facilitating and simplifying large volume electronic paper transfers, which are relatively common in the industry. Cronin explains: "We had one such example recently when we were able to reduce a 500 page document to a 1MB PDF file which was then available to e-mail onwards."

Seamless Migration from Old to New

The new devices were configured in advance in the MJ Flood workshop. Technical staff were provided with a list of Glennon employees, their IP addresses and unique PINs for device access. They took this existing data and scanned the user accounts with each back-up path directed to server shares at departmental level. At 6pm on the day of the migration, the machines were installed at each specified location and by 11pm that evening, the project was complete. At 9am the following morning, Glennon staff arrived to new devices with superior printing and imaging quality and the same user permissions as they had previously. "Pre-configuration certainly made the migration a lot easier," explains Donal Cronin. "And MJ Flood staff were on hand to troubleshoot any issues that could arise. The system has been running smoothly ever since."

Zero Capital Investment with Full Transparency of Costs

Glennon purchased under MJ Flood's FLEXIPLAN scheme. This provides significant cost advantages over traditional capital purchases. Clients simply pay a fee per copy on a set print volume. Included in this fee are parts, labour, consumables, servicing and maintenance. A regular review of print volumes is also conducted so the print environment is constantly optimised to keep costs at a minimum. "In the current climate, FLEXIPLAN is attractive to business," comments Michael Power Jr, Director at MJ Flood. "It negates the need for capital investment and gives the client full predictability of costs into the future. For businesses where document production is mission-critical, they can benefit from technology advancements now and make significant cost-savings in the long-term."

"We're very happy with the level of support from MJ Flood down through the years," says Donal Cronin. "We've had no significant technical issues and have built a good rapport with the technical team over time. Personal relationships are an important element of our business and the same holds true for our suppliers."

For more information on how MJ Flood can help with print management, please contact us on

tel: (01) 466 3500 or email us on info@mjflood.ie