



## CASE STUDY

### THE HOUSES OF PARLIAMENT HOUSE OF COMMONS

*“We had a simple but demanding brief and little time or resource to support the work; we basically needed the consultancy equivalent of a ‘fire-and-forget’ missile, and EMLW hit the target for us.”*

Kevin Treeby  
Houses of Parliament, Director of Procurement



Historically, Departments in the **House of Commons** (HoC) have entered into their own contractual arrangements to procure photocopiers and related equipment from one or more supplier. These piecemeal procurements resulted in the existence of both owned and leased equipment with a large number of contractually independent leases being held within the Departments. As a consequence, the HoC had no centralised record of its current fleet of copiers, printers, fax or scanning devices, their ownership, usage, reliabilities or running costs.

With a variety of strategies and models available in today’s marketplace the HoC decided to undertake a review of their current solutions and to identify a long term strategy for the procurement, management and ongoing support of document management equipment that would deliver reduced costs, improve efficiencies and improve environmental impact.

Bids were solicited to help prepare HoC for a formal competitive tender and HoC engaged EMLW Consultancy Ltd. (EMLW)\*.

Kevin Treeby, HoC Director of Procurement said: *“We needed access to independent market knowledge that would help us act as an intelligent customer in our future dealings with the bigger market players. We subjected bids from a number of expert consultancies to an independent assessment and EMLW Consultancy Ltd came out as ‘best value’ for their understanding our requirements, the assignment approach and the scope and quality of their deliverables.”*

EMLW delivered the project using its own business methodology and project management processes. First, a requirements and planning meeting was held to identify the business drivers behind the project, the client objectives, timescales, budget and project team requirements and responsibilities. Assessment meetings were held with the working group members and managers to gather information regarding the existing solution and perceived future requirements and “wish lists”. A full site survey of all copiers, desk-tops and other types of printer, scanners and fax devices was then carried out, collecting detailed data for analysis. Support and procurement processes were reviewed and analysed, and options identified on every aspect of the current process with recommendations made for improvements that would deliver greater control, cost and resource



savings. Advice was also provided on the latest equipment, costs and performances, and current trends in the marketplace.

On conclusion of the audit, EMLW Consultancy Ltd produced a Report that included:

- a record of leased and purchased equipment (including supplier and contract details),
- locations of equipment and network availability,
- support and maintenance status (including any chargeable on-costs for services),
- estimated use and cost of consumables, print volumes and average monthly usage (based on meter readings where possible),
- environmental issues (including power and paper usage),
- cost of ownership and financial status of equipment,
- recommendations regarding potential savings and efficiencies.
- perceived installation and delivery issues,
- recommendations regarding the tender exercise (including advice on the scope of the tender, the specification and evaluation criteria).

The Report provided the HoC with a full asset register and recommendations covering strategic, operational and process changes to achieve the desired benefits. For example, centralising the procurement process would enable procurement controls to be put in place such that it could consolidate its requirements for photocopiers and related equipment into a single contractual arrangement with a single provider. The HoC was also seeking to harness other related benefits this arrangement might deliver.

The report also contained detailed information to be provided to all bidders and intended to take away any advantage incumbent suppliers had in terms of already knowing type, usage, location, ownership, duration of leases and network status, maintenance and general support requirements.

EMLW Consultancy delivered recommendations to achieve the following benefits:

- improved procurement strategy through one solution provider enabling more efficient account /contract management, stronger buying power and competitive edge through tender bids,
- the ability to rationalise equipment using the detailed asset register now, and in the future,
- improved support and maintenance strategies and processes both from the supplier and incumbent staff enabling more efficient support management with reviews, performance indicators and reporting,
- On-going cost savings delivered through improved hardware solutions, reducing paper usage and energy costs, thus improving the environmental impact.

These recommendations have been accepted in full by the HoC Project Board and implementation is underway.

Said Kevin ***“This consultancy was an excellent and timely response to our urgent need to tighten contract management and expenditure in a service-critical area of business”***.