

# Whyte & Mackay saves over £80,000 per year.

By adopting Managed Print and Unified Communications services.



**Case Study**

**Print and Unified Communications**

# Key points.

- + Whyte & Mackay are currently saving £80,000 overall per annum across print and communications.
- + The suite of managed print services caused a 10% reduction in print volumes and a subsequent 10-15% drop in overall print costs leading to savings of £30,000 a year.
- + Communication minimised disruption to the business and brought versatility when needed during national lockdown.

## About Whyte & Mackay.

Founded in Glasgow in 1844, Whyte & Mackay is a producer of alcoholic beverages, currently holding around 8% of the UK whisky market. The company is owned by Emperador Inc., a subsidiary of Alliance Global Group and the third-largest alcohol provider in the global beverage market.

Whyte & Mackay has over 500 employees split across eight locations in Scotland, producing whisky brands such as Jura, Dalmore and Fettercairn, as well as a range of vodkas and liqueurs. In February 2021, the company won Distiller of the Year at the prestigious Icons of Whisky Scotland awards.

**WHYTE**  
— & —  
**MACKAY**





# The challenge.

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Whyte & Mackay relies heavily on its print estate to produce, share and manage important documents. Prior to working with the Kyocera Group, the company operated a fleet of around 60 printers and a range of photocopiers. These devices didn't have an effective managed print services solution, with no software in place to control costs, minimise document duplication or reduce excessive paper usage.

Instead, printers were managed on an ad-hoc basis by teams at each of Whyte & Mackay's sites. This meant the company often ended up sitting on expensive toner that it didn't need, or used more paper than necessary.

**“We needed a solution that could complement our existing security policies and shore up our overall capabilities in this area.”**

Mark Hilson, Head of Business Systems at Whyte & Mackay, said: “On average, we print in excess of 600,000 pages a year. However, we needed to gain a greater degree of control of our print estate, in order to bring printing volumes down and increase visibility of which departments were printing what. Making print more secure was also a key target, so we needed a solution that could complement our existing security policies and shore up our overall capabilities in this area.”

Alongside print, Whyte & Mackay also needed to transform its telephony estate. Its previous implementation was a combination of traditional ISDN, PSTN and hosted VoIP solutions, which the company wanted to consolidate into a single platform. This would reduce telephony costs, while enabling staff across different sites and those working remotely to communicate with one another effectively.

# The solution.

**Following a competitive tender process and a series of discovery sessions, Whyte & Mackay selected the Kyocera Group to enhance its print estate and unified communications (UC) capabilities.**

On the print side, a new fleet of 72 Kyocera multi-function printers (MFPs) and 18 thermal printers was introduced. These were integrated with Papercut Follow-Me software and Kyocera Fleet Management Software, as well as an enterprise content management (ECM) solution to aid invoice processing and workflow digitisation. All of these services aimed to reduce unnecessary paper usage, while increasing security and giving IT teams a more holistic view of the entire print estate.

For unified communications, a fully hosted Mitel UC platform was installed across all eight sites including remote distilleries, the Glasgow head office and distribution hubs across Scotland. This meant adding a new SD-WAN network with Cisco Meraki routers, replacing the old ISDN arrangement. The Mitel solution supports over 300 staff with MiCollab softphones, enabling continuous end-to-end communication between all staff.

## Hurdles overcome.

During any project of this nature, some bumps in the road are inevitable. In the early phase of the Mitel implementation, Whyte & Mackay expressed a desire to consider other data centre providers to the one originally chosen to host the solution. This decision was based on the customer's specific security preferences. After discussions were held, we successfully moved the solution design to a new data centre provider which met Whyte & Mackay's criteria.

While in the testing stage, it also emerged that a number of the solution's resilient features were incompatible with the network routing equipment between the data centre's router and the customer's Meraki router that were running over an SD-WAN configuration. To remedy this, we adapted the design of the new system so that half is hosted within Whyte & Mackay's own data centre in Glasgow, while the other half remains within the third-party data centre. This new setup achieved the goals of the project while keeping the entire Mitel environment in off-site data centres.

**“We were able to deliver a system that worked well while meeting all of the customer's requirements.”**

**“We worked closely with IT teams at Whyte & Mackay to ensure all the bases were covered.”**

Jason Wright, Senior Account Manager at the Kyocera Group, said: “Throughout the implementation process, we worked closely with IT teams at Whyte & Mackay to ensure all the bases were covered. The collaboration worked well, with Whyte & Mackay staff taking charge of implementing Mitel desktop users and handling the intricacies of remote working using the MiCollab software. We trained the core network team in making full use of their new print and UC capabilities, and the network engineers then embraced the new implementation quickly.”



Wright added: “Open communication and flexibility were crucial in tackling these issues. Through frequent dialogue and an emphasis on collaboration, we were able to deliver a system that worked well while meeting all of the customer's requirements.”





## The results.

Thanks to the implementation, Whyte & Mackay is now experiencing overall cost savings of over £80,000 per year across print and communications. The suite of managed print services is saving the company £30,000 each year due to a 10% reduction in print volumes and a subsequent 10-15% drop in overall print costs. The new thermal printers are saving an additional £4,500 per year.

The UC solution has also helped Whyte & Mackay to save around £50,000 per annum on calls alone. Crucially, staff were able to continue communicating with one another during national lockdowns, which minimised disruption to the business and brought versatility when needed.

Hilson said: "We now have a fully integrated print estate with enhanced functionality at a lower cost than before."

"As well as improved security, we can now better monitor our staff's printing habits and get them thinking more deeply about what they print. This means we spend less on printing while lowering our overall carbon footprint."

"The UC solution also helped keep us going when we moved to remote working in March 2020, as it gave staff what they needed to remain productive. The cost savings from moving to the Mitel platform mean we can invest this money in other areas of the business."

He concluded: "We now have a print and UC solution in place that we trust."

Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organisations put knowledge to work to drive change.

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