



# KONICA MINOLTA AND UTL HELP CRYSTAL PALACE FC ACHIEVE ITS MANAGED PRINT GOALS







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## EXECUTIVE SUMMARY

English Premier League football team Crystal Palace F.C. was looking to renew its print fleet and find a new partner that would deliver the technology and support it needed. Following a comprehensive tender process, the club chose the expert support of UTL Group and the technology from Konica Minolta.

Working together with the Crystal Palace F.C. facilities team to design the right solution, UTL Group specified Konica Minolta's powerful and flexible bizhub multi-functional devices in conjunction with Papercut software to manage print costs and operations. The club now has a fleet of 26 bizhub devices and enjoys a complete overview of print costs and usage through the Papercut software.

## CUSTOMER PROFILE

Crystal Palace F.C. can draw an established link back to the Crystal Palace football team established in 1861, which played its first match in March 1862. The connection makes Crystal Palace the oldest league club in existence still playing professional football, and founder members of both the Football Association and FA Cup. Based in Selhurst (at the Selhurst Park ground) in the Borough of Croydon, South London, England, Crystal Palace competes in the Premier League, the highest level of English football.

## CHALLENGES

The club was looking to find a new print partner to update its fleet of A4 and A3 multi-functional office devices and to enhance its service support. The club uses its print fleet for numerous tasks including paperwork for internal meetings, noticeboard information and updates, signage and notices for club events, and promotional/marketing paperwork that is sent to its club membership subscribers. Along with the right multi-function devices, the club also wanted to have better control of its printing costs and spend.

Looking for a partner that would deliver a complete print solution and the right level of support required to enable its team to complete regular print jobs, with the peace of mind that any issues would be quickly identified and resolved, the club put out a request to tender to 12 potentially suitable providers.

## SOLUTION

Following the formal tender process, the contract was won by UTL Group, through a mix of the comprehensive print and service offering and an ongoing relationship of trust with Director Chris Pollard. Working closely with the Crystal Palace F.C. team, UTL Group's specialists thoroughly assessed the requirements of the club and recommended a range of bizhub multi-functional devices from Konica Minolta.

Twenty-six multi-functional devices were specified and supplied to the club, including seven bizhub 300s, 11 bizhub 4050s, six bizhub 4000s, and two bizhub 4020s. In addition, Papercut software was installed to control output management and cost recovery on the Konica Minolta multifunction devices – something which hadn't been available on the club's previous print capability.

**"THE COMBINATION OF KONICA MINOLTA'S HIGH QUALITY, RELIABLE, AND COST-EFFECTIVE BIZHUB MACHINES AND THE POWERFUL PAPER-CUT SOFTWARE HAS DELIVERED A COMPREHENSIVE, HIGHLY FLEXIBLE, AND COST-EFFICIENT PRINT SOLUTION."**

Chris Pollard  
UTL Group

## **BENEFITS, RESULTS, ROI, FUTURE**

Following a seamless integration and install of Konica Minolta's bizhub devices and Papercut software, Crystal Palace F.C. now has a managed print solution that is fully supported by the expert team at UTL Group. Integration with Papercut delivers greater control of print spend and helps the club to better manage the use of print resources and to control costs.

Commenting on the success of the project, Chris Pollard at UTL Group stated, "We have always taken a highly collaborative approach with Crystal Palace, working closely together to ensure the solutions we provide exactly meet the needs of the club. The combination of Konica Minolta's high quality, reliable, and cost-effective bizhub machines and the powerful Papercut software has delivered a comprehensive, highly flexible, and cost-efficient solution which, in combination with our managed print support, ensures the club has everything it needs in terms of print."

Xx at Crystal Palace F.C. also commented, "The print solutions from UTL and Konica Minolta work well, the bizhub machines are highly reliable, and the integration of

Papercut is a welcome addition. It is easy to use and highly effective and gives us a perfect overview of our print usage. It has also enabled us to take a more sustainable approach to print, which fits in very well with the ethos of the club. UTL Group have been brilliant, from the initial design and install of

the solution through to ongoing support. We know that if we have any needs or issues that they are on hand to help very quickly. As a local partner and a sponsor of the team, we have an excellent relationship which gives us peace of mind that we have the right solution and support for our needs moving forwards."



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Crystal Palace FC



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