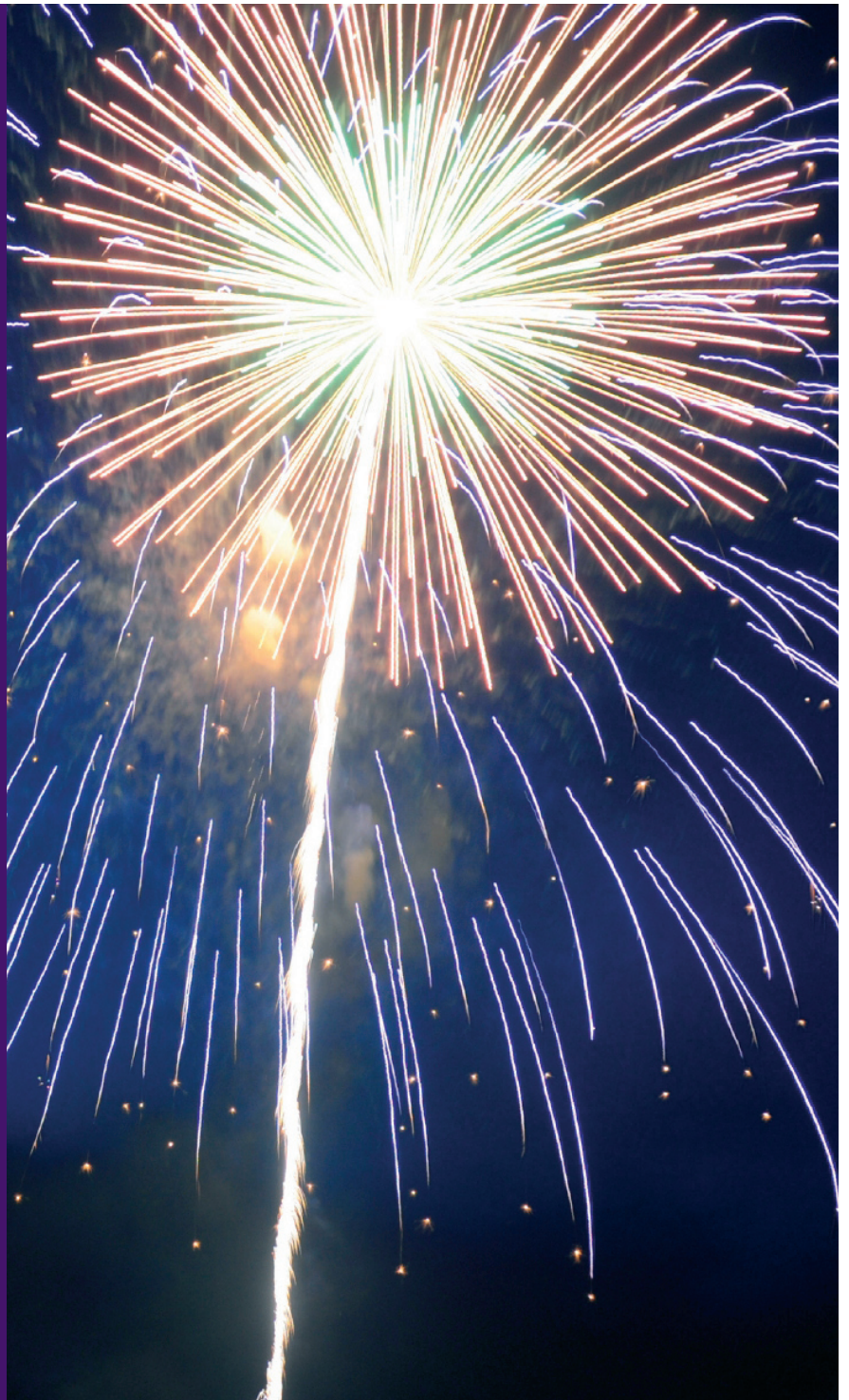


Reducing cost
and increasing
efficiency through
expert information
management



How TSO and Williams Lea
can help you to achieve
your efficiency targets

June 2009

www.tso.co.uk
www.williamslea.com



TSO and Williams Lea have more than 200 years' experience of delivering information management solutions to public and private sector organisations.

In 2007 TSO, the UK's largest publisher by volume, became part of the Williams Lea Group, a global Business Process Outsourcing (BPO) company and world leader in the provision of Corporate Information Solutions. Together, we provide expert management of all the printed and digital information an organisation shares with its internal and external audiences.

Williams Lea has transformed many of the world's most respected organisations and distinguished brands, delivering £millions in savings through re-engineering information and communication processes, improving supply chain efficiency and using traditional and digital channels.

“...in the next Spending Review, the Operational Efficiency Programme (OEP) has identified scope for greater efficiencies across procurement, back office and IT, and property running costs in 2011-12 and beyond, rising to £9 billion of additional savings by 2013-14.”

Budget 2009, April 2009

“20 to 30 per cent savings can be made from business process re-engineering (BPR) and shared services. BPR has been a common feature of private sector companies for many years, ensuring continuous improvement in the efficiency and effectiveness of an organisation’s processes.”

Operational Efficiency Programme; final report, April 2009

TSO and Williams Lea can deliver more for less through:

- Rationalising the supply chain and using best in class e-procurement systems
- Leveraging the largest print spend in the UK
- Applying private sector cost efficiency experience to the public sector to deliver more efficient back office functions
- Using expert people, processes and technology to accelerate the pace of change.

How we deliver value

With cost reduction and efficiency at the top of the public sector agenda, we can apply private sector cost efficiency experience to deliver results. We create customised transformational solutions to deliver more efficient back office functions and reduce the cost of citizen communications. By outsourcing to TSO and Williams Lea, you can focus on your core objectives while our experts solve your information management challenges and improve information performance.

Increased efficiency – Applying proven information management methods and experience, we re-engineer processes for maximum efficiency to provide an integrated, end-to-end solution.

Reduced cost – We will manage your print communications more effectively, reducing wastage and warehousing costs and using our procurement expertise, innovative e-procurement system and unrivalled print spend leverage to drive down costs.

Improved interaction – Our innovative, technology-led solutions enable us to create powerful communications in the most suitable formats for your audience.

Environmental sustainability – We are committed to reducing the environmental impact of our print and provide extensive e-communication and digital print alternatives to reduce wastage.

Reduced risk – With more than 200 years’ experience of delivering fail-safe services, accreditation to major standards, experienced staff and established processes, your information is in safe hands.



Reducing the cost and improving the efficiency of your external information management

Our solutions reduce the cost and improve the speed and responsiveness of your print and electronic communications with external audiences. Our experts use innovative, technology-led solutions to create efficient processes and cost-effective outputs that deliver improved interaction with citizens and stakeholders.

We will re-engineer processes for maximum efficiency, reduce wastage and warehousing costs and deliver e-communications as an alternative to improve environmental sustainability. Our innovative, technology led solutions enable us to create powerful communications in the formats most suitable for your stakeholders.

- **Expert print management** – Our end-to-end print management solution rationalises and improves the process to reduce wastage and storage costs and provide a more environmentally sound solution. TSO is a supplier on the Buying Solutions Print Management Framework and, as part of the Williams Lea Group, we can use our unrivalled print spend leverage to drive down print procurement costs.
- **Dissemination in multiple formats** – We are experts in producing communications in print, online, CD, DVD and mobile formats and will ensure that your publications, whatever their format, will reach their target audience through online and offline channels.
- **Communications with impact and brand consistency** – Our emphasis is always on high quality, consistent brand communication, delivered swiftly and cost-effectively using the latest design technology.
- **Management of complex data and files** – Managing your content and assets effectively saves time and reduces costly errors. Our content and digital asset management solutions can be structured to your needs, whether that is managing artwork and assets or complex information.
- **Fast and accurate management of inbound correspondence** – We are experienced in managing high volumes of inbound and outbound mail – opening, sorting, scanning, indexing and routing, as well as delivering process improvements to reduce cost and improve speed.
- **Efficient outbound correspondence management** – We offer scalable warehousing, stock management, mailroom and logistics services and can distribute by post, email or the web, creating highly personalised transactional communications to maximise effectiveness.



Reducing the cost and improving the efficiency of your internal information management

We can capture, manage and store your information to ensure it is easily accessible, manage your internal print requirements to reduce cost and wastage and improve processes to efficiently distribute documents and information throughout your organisation.

We apply our proven information management methods and experience to deliver improved efficiency and reduced cost. We will re-engineer the creation and flow of your documentation and information between internal departments and locations to improve quality, consistency and efficiency.

- **Reduce the cost of internal print** – We can manage the print output of all your employees in order to deliver a more efficient, cost effective and environmentally sound solution.
- **Create communications with impact and brand consistency** – Our emphasis is always on high quality, consistent brand communications, delivered swiftly and cost-effectively using the latest design technology whether for internal communications collateral, presentations or intranets.
- **Reduce the cost and improve the efficiency of internal distribution** – Our mailroom, messenger and courier management solutions deliver the service you need at a competitive rate. Our warehousing, stock management and logistics services enable accurate tracking and stock management for improved efficiency.
- **Enable faster, more accurate and more efficient processing of data** – We can improve scanning, indexing and data capture processes for fast, efficient future retrieval. Our content management solutions can be structured to your needs and save time and reduce costly errors.
- **Store and preserve data** – We provide highly professional records and information management services for convenient storage and fast access in line with your compliance requirements. We remove both risk and the physical burden of information storage.



Our Information Management solutions:

- Print management services
- Multimedia development
- Multi-format publishing
- Online cataloguing and ordering
- Design services
- Content and digital asset management
- Scanning, data capture and indexing
- Mailroom and messenger management
- Warehousing and stock management, distribution and fulfilment
- Variable data printing and personalised outputs
- Central reprographics
- Courier management
- Records and information management.



Our clients

We have delivered solutions to public and private sector clients including:

- UK Parliament
- Office of Public Sector Information
- Office of Government Commerce
- Driving Standards Agency
- British Pharmacopoeia Secretariat
- Qualifications Curriculum Authority
- Marks & Spencer
- O2
- Aviva (formerly Norwich Union).

Find out more

To find out more about how TSO and Williams Lea can help your organisation to achieve efficiencies and to read the full case studies, visit our websites:

www.tso.co.uk

www.williamslea.com

To discuss your organisation's requirements with one of our experts please email procurementsolutions@tso.co.uk

TSO is a supplier on the Buying Solutions Print Management Framework.

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