



# ABP.



## Servicing 24 locations across the UK.

### COMPANY NAME

Associated British Ports

### INDUSTRY

Shipping

### FOUNDED

1962

### LOCATION

Hull

### WEBSITE

[www.abports.co.uk](http://www.abports.co.uk)

### The Company

Together with its customers, Associated British Ports contribute over £5.6billion to the UK economy each year, handling over 92 million tonnes of cargo. ABP operate from 24 locations (including 21 ports) across the UK.

### Objective

Having managed ABP's print management needs for over 20 years in the Humber region, this huge business has an ongoing need to ensure that its back-office operation is fit to respond to the needs of its customers, whose businesses rely on them for access to domestic and international markets.

### Challenges

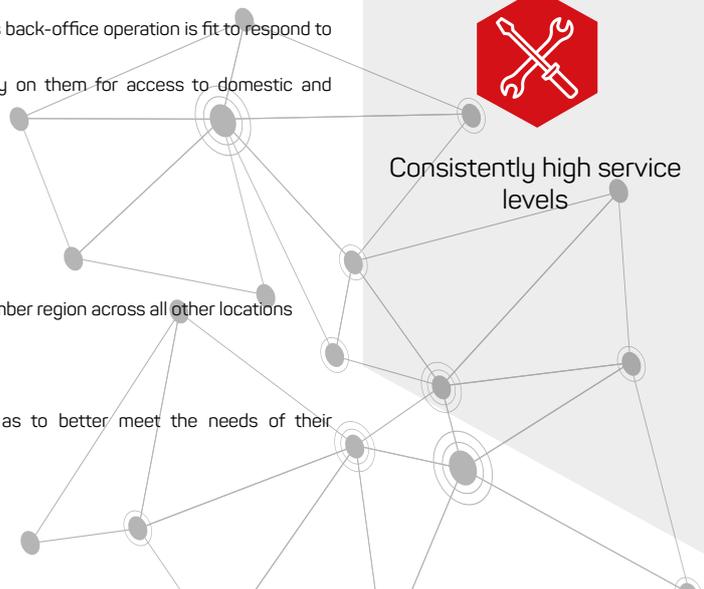
- Replicate high service levels demonstrated in the Humber region across all other locations
- Desire for reliable devices with long life-span
- Maintain infrastructure and reduce downtime, so as to better meet the needs of their customers.



Improved efficiency of print/copy/scan fleet



Consistently high service levels



**ABP is backed by investment in modern facilities and equipment and support by experienced employees. The best-in-class Canon range gives ABP huge peace of mind and allows them to focus on helping their customers compete on the global stage.**



### The Solution

Building a reputation as a high-quality service provider in just one region of ABP's national operation, IT@Spectrum were invited to partake in a rigorous tender process to provide Managed Print Services across the whole of UK. IT@Spectrum duly conducted a thorough print audit, involving a two-week tour of all UK sites to learn about the customer's needs and experiences of their existing equipment as well as their future needs. The results confirmed the scope for immediate, significant improvements to the print fleet.



IT@Spectrum now manage over 250 premium Canon devices, including desktop printers, free-standing A4 and A3 multi-function devices and large format plotters in the customer's hydrography department. IT@Spectrum remain on-hand whenever additional devices are required as ABP continue their expansion.



Substantial fleet of devices



Closely managed account to meet ongoing needs

*"IT@Spectrum proved to be an excellent choice of partner to refresh the entire ABP copier/ printer/ scanner estate. The execution of the project was to plan and on budget and their ongoing support of changes, additions and delivery of consumables is first class. IT@Spectrum have enabled ABP to replace an ailing fleet of devices that was cause for considerable concern and absorbed a lot of internal IT resource, with an effective and trouble-free service."*