DOXENSE

About UNESCO

UNESCO is the United Nations Educational, Scientific and Cultural Organization. It seeks to build peace through international cooperation in Education, the Sciences and Culture. They have 195 member states, 4800 worldwide employees, 1800 in France.

UNESCO preserves over 1000 culture sites in 167 countries.

Project Summary

UNESCO Issue
- Control the cost and use of printing
- Minimize environmental footprint
- Optimization of the output fleet

UNESCO Solution
- Doxense print audit
- Watchdoc Print Management
- Doxense implementation and Professional Services

UNESCO Benefit
- Reduced printing cost by **40%**
- Reduced printed pages by **55%**

> *In a few months, we have already reduced our printing budget by 40% without setting up all the features of Watchdoc!*

Rudi SWINNEN
Director of Document Management UNESCO

Initial UNESCO Situation

UNESCO is recognized as a leader in eco-responsible behavior. One of the General Manager's priorities is to ensure that all employees minimize their environmental footprint while they conduct business.

UNESCO hoped to reduce their printing and copying costs. An internal audit also found that they needed increased visibility of their output environment and to better understand the needs of their users: A4 vs. A3, color vs. monochrome, downtime vs. excess capacity, etc.

What Prevented UNESCO from Changing?

UNESCO wanted to rationalize their printing and copying environment but found that each device was on its own monthly contract and maintenance plan, making coordination across all devices very difficult. This lead to very poor visibility across their entire fleet – they had no knowledge of usage or actual costs.

Why Choose Watchdoc?

The solution needed to solve the UNESCO print and copy pain points that were identified by the internal audit: reduce environmental impact, reduce cost, increase visibility and responsiveness to end-user needs.
Additionally, the solution needed to be non-intrusive in the existing UNESCO Windows Print Server infrastructure and could not introduce additional security risks to their environment.

" Once the internal audit was complete, we launched a tender and received five responses. The Purchasing and IT services of UNESCO had key demands... Watchdoc met this criteria. The OECD and the European Commission are also equipped with Watchdoc and their satisfaction level is very high. This was an important element that allowed us to validate our choice. We were attracted to Watchdoc as this was in line with our requirements, it ensured high-availability and continuity of service if one of our servers failed. "

Rudy SWINNEN
Director of Document Management UNESCO

Watchdoc met all of the requirements for Print Management – print release and authentication, reduction in print waste, lower cost and visibility to all devices on the network. Watchdoc's technical architecture allowed for seamless and transparent integration into UNESCO's Windows Print Server environment. Since Watchdoc uses standard Windows services (IIS, SQL, AD, SMTP), no additional security risks were introduced.

UNESCO and Watchdoc Results

" Watchdoc was accepted by all users without any difficulty. Furthermore, each department now receives a single bill per month. The new billing system is integrated and allows different services to adapt their usage practices and their consumption. Before installing Watchdoc, the annual budget for printing was $500,000. Today it is $300,000. A saving of $200,000 which is an impressive cost reduction of 40% the return on investment is obvious! "

Rudy SWINNEN
Director of Document Management UNESCO

After the installation of the Watchdoc Print Management software by the Doxense Professional Services team, UNESCO realized the following savings:

40% reduction
in their overall printing budget

55%
reduction in pages

38% reduction
in number of devices

< **Significant drop in the number of helpdesk calls**