

Case study: Ernst & Young



“Williams Lea has developed an excellent reputation within our business for being extremely responsive in meeting our day-to-day needs within the strategic framework agreed.”

John McCorquodale, Partner,
Ernst & Young

This top-five accountancy firm took the opportunity to consolidate its document management services and archiving while moving to a prestigious new building. Williams Lea’s wide-ranging review, resulted in the implementation of a robust, business-wide generic solution supported by a comprehensive web-based document management database.

Approximately 75 permanent members of Williams Lea staff are based on site.

Introduction

Ernst & Young is one of the largest professional services firms in the UK with 400 partners and 7,000 staff. Together, the London offices form the largest Ernst & Young presence in any city in the world. In addition, Ernst & Young has offices in a further 19 cities around the UK.

History of relationship

1990: The relationship commenced when E&Y outsourced its printing work to Williams Lea, following consultancy on the Firm’s printed stationery in 1989.

1994: With a Williams Lea service based on site, reprographics provision commenced.

1996: Working to reduce the space required by the reprographics service, Williams Lea closed the Becket printroom, with the service relocated off site. However, when

the contract was re-awarded to Williams Lea in 2000, the majority of reprographics work was brought back on site, and is now produced at More London building (with a satellite facility at Becket House).

In October 1996 the office services contract commenced, comprising all other services with the exception of print and reprographics.

2001: Williams Lea commenced bespoke print procurement for the Firm.

2003: All outsourced facilities services were put out to tender with a view of defining revised services for the new buildings. Williams Lea was successful in retaining its full range of services. Additionally, it was awarded the opportunity to consult and implement the Ernst & Young’s document management strategy.

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The challenge

- Six business units with different processes
- 25 sub-variations of processes
- Varying service levels, opening times, reporting
- Need to reduce space dedicated to file storage
- Minimal asset control
- Limited destruction dates and data held about assets

The solution

- Review of existing services
- Consult with business sponsors
- Design architecture
- Sort and data capture assets and information
- Build database

- Brief client teams
- Train Williams Lea team
- Transfer assets
- Instigate new solution

Today, approximately 75 permanent members of Williams Lea staff are based on site, providing the following services to Ernst & Young:

- Mailroom services
- Courier management
- Management of the minibus service
- Fax service
- Reprographics service
- Filing service
- Archiving
- Publications and mailings
- Printed stationery procurement
- Provision of stationery and consumables

Results

- Reduction of 50% in on-site filing
- Consolidated, one-team approach
- Consistent business-wide SLAs
- Auditable and trackable process for movement and storage of files
- Structured tangible information
- Improved management information
- Reduction in costs of storage and team
- Compliance with audit legislation
- Business-wide access to asset information

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