

Case study: UK Parliament



Introduction

The UK Parliament is the highest legislative authority in the United Kingdom. It is the institution responsible for making and repealing UK law and consists of three parts: the House of Commons, the House of Lords and the Crown.

Parliament produces Business Papers and associated electronic services to communicate the daily proceedings of the Houses. These include Hansard, the official record of Parliamentary Debates. TSO won the contract for printing Business Papers and delivering associated Electronic Services through competitive tender with other commercial suppliers in 2005.

The challenge

Delivering Parliament's Business Papers and electronic services involves the printing and electronic delivery of huge volumes of data every night. This is equivalent to printing the news pages of three daily broadsheet newspapers each night and guaranteeing their delivery by 7.30am the next morning.

The solution

Following the contract win, TSO implemented a substantial investment programme at its Parliamentary Press to further improve quality and service delivery to Parliament. This included the installation of a £1.5m digital web press, capable of producing finished books from direct computer input with personalised sections for individual users. Additionally, new direct to plate systems were installed to enable large-scale plates to be quickly and efficiently produced for the web offset presses. Project teams managed the introduction of colour to the Select Committee reports, involving further investment in a digital colour press and a six-colour litho press.

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In addition to printing, TSO provides electronic publishing services, handling web hosting and data management of more than 1.7 million web pages for the Parliamentary Publications website. The services also include redesigning Select Committee Papers and the marketing and distribution of priced products.

TSO's investment in the delivery of its no-fail print and electronic communications service ensures that the demanding requirements resulting from the unique and varied sitting hours of Parliament continue to be met.

Service mix

As part of the contract TSO provides design, printing, web hosting, electronic publishing, marketing of priced publications and distribution and fulfillment services

Key facts

- More than 1,300 pages printed each night
- More than 1.7million web pages managed
- Delivery required by 7.30am each morning

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