



**LONDON TRANSPORT MUSEUM.**  
Managed Print Services.  
Print Software Solutions.  
Museum.  
[www.ltmuseum.co.uk](http://www.ltmuseum.co.uk)

## At A Glance

### Challenges:

- > Extremely fragmented print infrastructure.
- > Had acquired an overpopulated print fleet.
- > Devices were a mixture of makes, models and features.
- > Print needed to be secure and compliant.

### Benefits:

- > Single point of contact for entire print fleet.
- > Secure and compliant solution.
- > Reduced costs and paper waste.
- > Unified fleet of MFDs.
- > Rationalised billing.

## CASE STUDY

# How our solutions provided a popular tourist attraction with a secure and reliable print infrastructure.

London Transport Museum explores the story of London and its transport system over the last 200 years. Like many organisations, the London Transport Museum had an extremely fragmented print infrastructure. We are now the single point of contact for London Transport Museum's print fleet.

Based in the Grade II-listed Flower Market building in Covent Garden Piazza. It highlights the powerful link between transport and the growth of modern London, culture and society since 1800.

They care for over 450,000 items across their museum and depot - preserving, researching and acquiring objects to use in their galleries, exhibitions and other activities.



“ Ethos have that “Partnership” mentality which goes a long way above the rest. Over the years we have saved time, money, and resources and sustained a positive relationship that has grown from day one.”

*Head of Projects, Contracts & Compliance,  
London Transport Museum.*

## THE CHALLENGE

**London Transport Museum had an extremely fragmented print infrastructure.**

Over the years, the museum had acquired an overpopulated print fleet which spanned across the Covent Garden Museum and the Acton based Depot.

The devices were a mixture of makes, models and features, therefore London Transport Museum were looking to unify their print fleet with devices which could provide their staff with the ability to perform day-to-day print, scan and copy jobs with ease.

In addition to this, it was important that their print was secure and compliant. There was no audit trail in place, which made it difficult for them to monitor employees print activity or control who could print what and where.

## THE MANAGED PRINT SERVICES SOLUTION

**Following an audit of London Transport Museum’s print fleet, we found that they would benefit from our Managed Print Services Solution.**

We began by rationalising the number of printers, implementing Multifunctional Devices (MFDs) at the museum and depot. We provided equipment with the capacity, duty cycles and functionality to meet staff’s requirements.



18%

These devices were placed under our Managed Print Services Solution to ensure consumables are continually available to them. In addition, London Transport Museum now receive dedicated Account Management, parts, labour, maintenance and Service Level Agreements.

We also installed a Secure Release/Follow-Me Print Software Solution into all devices, meaning that staff must present a key card or passcode before using the device or releasing print jobs. This is a solution which is proven to reduce costs in the long-term.

#### **BENEFITS**

### **Ethos are now the single point of contact for London Transport Museum's print fleet.**

The Museum now benefits from a unified fleet of Multifunctional Devices (MFDs) across all their sites which provide improved reliability, robustness, security and accountability.

Under our Managed Print Services Solution, London Transport Museum's operational and financial processes are enhanced thanks to rationalised billing, reduced costs and increased performance.

The Secure Release/Follow-Me Print Software Solution assists London Transport Museum with GDPR compliance and provides them with a full audit trail of print activity. The solution also reduces print waste by up to 18%, boosting the Museum's environmental responsibility.



## ABOUT US

# We are a Managed Print and IT Services Provider.

At Ethos, we have a customer first approach. What differentiates successful organisations from the competition is their ability to deploy technology to solve identifiable business challenges and create new opportunities for efficiency and growth.

## That's where we come in.

We get to the heart of our customers' business objectives and our bespoke service allows us to create solutions that ensure you get the greatest possible value from the technology deployed.

With over twenty-five years' experience and 6,000 customers worldwide, we work with the industry leading providers to become part of your extended team - a single point of contact for your Managed Print & IT Services needs.

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