

Situated in picturesque West Sussex on the south coast of England, Chichester District Council utilises printers within its revenue department to produce detailed reports on a regular basis. Reporting is key to the efficient running of the council, so its printers are heavily relied upon to handle heavy workloads each day.

The brief

The council's revenue department prints out vast quantities of critical reports, so it expects high levels of efficiency from its printers. Having previously utilised printers from Xerox, the council felt that it needed to replace its existing hardware in order to enhance the overall performance and efficiency of the department. Ray Witham, Unix and Network Systems Administrator began to investigate the options available.

Jumping over the hurdles

A key requirement for the printers was the ability to process large reports and offer continuous paper feed. The revenue department prints out millions of pages per year, so its printers had to be strong and reliable and have the capacity to cope with heavy workloads.

"The printers are used to produce daily, monthly and weekly reports," says Witham. "We were looking for printers that could meet the rigorous demands of the Revenue Department."

The council considered and tested solutions from two vendors, Xerox and TallyGenicom, to see which range could meet its requirements. One of the products tested was TallyGenicom's T6215 dot matrix printer, and it gave an impressive performance.

"We compared the two printers on price and performance, and Xerox fell at the first hurdle," says Witham. "The price of two T6215 printers was significantly less than just one Xerox printer. We now have two extremely reliable printers and we can use one as a back-up in case of heightened workloads."

"The council had used the MT645 printers from Mannesmann Tally for over 20 years," continued Witham. "Now the company had evolved into TallyGenicom, it seemed a natural decision to choose the TallyGenicom T6215 printers."

Meeting rigorous demand

The T6215 printers have been embraced by the Revenue Department and have quickly established themselves as an important part of the office. With over 100 employees using the printers, its fast print speeds have eased administrative issues and they were easy to set up and maintain. "In the past, changing ribbons was fiddly and messy," says Witham. "When you look at the cost and life of ribbons, the new TallyGenicom models really work in our favour."

Meeting the rigorous demands of the council, the T6215 printers churn out 12,000 sheets of mission critical information per week, used to gain a better insight into the council's operations. "Though we use a lot of paper, its important that we show our environmental commitment by recycling unnecessary paper in the office," says Witham.

Though the printers are used for heavy workloads, maintenance is hardly ever required. "The printers are extremely reliable and the most frequent support call is for me to change the ribbon," enthuses Witham. "If ever we need technical support, TallyGenicom is prompt and professional and solves problems with one phone call. We are really pleased with the printers and the service and look forward to a long partnership with TallyGenicom"

Solution Overview

Industry

Local Government

Scenario

The Chichester District Council required a printer to enable its Revenue Department to meet the rigorous demands of producing daily, weekly and monthly reports.

Company Profile

The council is situated in the picturesque south coast of England, providing a wide range of services to its residents.

Benefits

Increased reliability
Ease of use
Support for mission critical operations

Printers Used

Two T6215 dot matrix printers

Demographic Information

600 employees, with over 100 users for the two printers.