

**m**ps



Morgan Professional Services

**Océ**  
Case Study

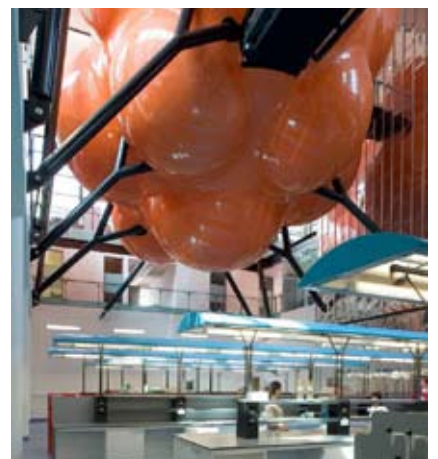
Morgan  
Professional Services



Océ Design2Distribution

“If a solution doesn’t work satisfactorily, the costs to an organisation can be significant. Océ’s Design2Distribution has removed that risk, and has facilitated our ultimate goal of having an end to end electronic environment”

Scott Bushell, Business Systems Manager MPS



## **The Company**

Morgan Professional Services (MPS) is a dynamic UK company with a worldwide reputation for excellence in design, engineering, and project delivery. With over 450 designers, plus engineers and management service teams, MPS needed intelligent software to manage the thousands of designs and drawings in active daily use, and to automate their whole technical document issue process. MPS enlisted the help of Océ to scope, define and implement a multi-site electronic solution – resulting in a 70% reduction in print volumes; a 50% increase in back office administrative capacity; and a reduction in time to collate and distribute a typical batch of documents from 6 hours down to 30 minutes.

## **New kids with a pedigree**

Morgan Professional Services are a relatively young company having emerged following the sale in 2007 of AMEC's design and construction arm. The culture at MPS reflects that of a new company, one enjoying a fresh start; a company that is able to attract the most talented designers, and deliver best in class award-winning project design solutions, whilst enjoying the backing of more than 50 years experience and a parent that is one of the biggest names in the construction industry – Morgan Sindall plc.



# A need for new technology

The management of document designs and drawings at the company had previously been carried out using a bespoke application that had been developed in-house over a number of years. Like many legacy systems it had become outdated, and increasingly exposed as MPS developed. Scott Bushell, Business Systems Manager explains: “Proper record keeping, particularly for revision purposes is critically important in this industry. A company like MPS cannot tolerate instances where for example, an incorrect document file is issued to a contractor – quite apart from the cost implications, such errors erode the relationship with the contractor.”

# Trusted Partner

## Removing the dirty costs of document control



### Dirty costs

A task force comprising CAD Designers and Document Controllers from MPS was set up to evaluate the requirements of the company and to consider all options going forward. Scott explains: “When combined, the problems that we identified with the old application had a significant negative impact on overall productivity. We used to refer to these as the ‘dirty costs’ of document control. The system had far too many manual processes; files and documents could take several hours or even days to issue, despite the fact that speed of response and accuracy is critical. We were outsourcing lots of printing which was expensive; we were manually copying over 50% of drawings; and we were unable to overcome the problem caused by peak periods of activity, typically during a Friday afternoon! A frustrating aspect was that we were not properly exploiting the excellent printing infrastructure which the company had already invested in.”

### Trusted partner

Given the extent of these ‘dirty costs’, and their combined impact on productivity, raising a business case to justify an investment in a completely new solution proved relatively simple. MPS decided that it would seek a flexible ‘off the shelf’ solution since software development was not a core activity, and the company did not want to develop another in-house application. Seeking a supplier with whom a partnership could be fostered, and trust earned became a key purchasing criteria. Scott explains: “We invited four companies to submit proposals, and the Océ Design2Distribution solution was judged the most advanced, and appropriate for MPS. We also drew comfort from the fact that we already had some prior knowledge of Océ - as a result of possessing Océ hardware – printers and scanners, which have proved extremely robust”.

# Creative collaboration

“MPS now enjoy a vast improvement in terms of the accuracy of document tracking, maintaining archives, and revision control.”

Scott Bushell, Business Systems Manager MPS

## Creative collaboration

A road map and a project plan were defined and agreed by a working group comprising team members from both MPS and Océ. Technical briefings were conducted regularly between George Christophorou (MPS) and Tony Stokes (Océ), who oversaw the scoping document detailing all the proposed activities, and key dates. The collaborative process between MPS and Océ provides a good example of the sort of creative collaboration that MPS continually strive to achieve with its partners. Océ's Tony Stokes explains: “The collaborative culture at MPS helped to promote a first class exchange of ideas and it certainly reflects in the quality and provision of training, and of course the subsequent benefits that MPS are now accruing”. The implementation at the Stratford site took three months to go live, during which time both systems (old and new) ran in parallel. Four months later, the site in Warrington duly went ‘fully live’ too, with Glasgow and London to follow.

## Proof positive

The implementation of Océ's Design2Distribution has represented a significant step forward for both Architects and Designers within MPS, as well as for the company's clients. The system has enabled both CAD and non-CAD users to automatically release drawings to nominated recipients via hard copy, or

electronically, and store centrally for internal or external users to gain access. Important clients of MPS like British Airports Authority (BAA), and Glaxo Smith Kline (GSK) now receive automatic notification by email when documents are released and uploaded to a web portal for them to view. This has resulted in higher levels of client satisfaction, and has reinforced an already positive perception of MPS.

## Meeting timelines and targets

Project information at MPS is accessible to everyone, on a 24/7 basis. As a result, documents now move between collaborative partners ‘for comment’ on a much faster basis, automating the QA process, and enabling the company to keep pace with the industry trend for shorter tender times and project build times. Scott explains: “Now we consistently achieve project timelines and targets, and we suffer far less stress as a result!”

## Improved productivity

The time taken to release, collate, and distribute a typical batch of 50 drawings used to take approximately six hours. With Océ's Design2Distribution MPS are performing the same task in approximately thirty minutes. Most significant, the Designers at MPS have been freed from the administration tasks that previously accounted for so much of the so-called ‘dirty costs’, and they now invest more time on their core activity.



“The collaborative culture at MPS helped to promote a first class exchange of ideas”

Tony Stokes  
Software and Professional Services,  
Océ (UK) Ltd

### Additional capacity

The system has achieved remarkable savings in back office administration, as increasingly, documents are issued electronically in PDF to multiple recipients. MPS estimate that their business could be scaled-up by an additional 50% without the need to recruit any further administrators. MPS also estimate a reduction in printing (in-house) of approximately 70%, saving MPS in the region of £36,000 per year in postage alone! Outsourced printing has also been virtually eliminated. Scott explains: “I am sure that clients and contractors will continue to want hard copies of drawings, however that culture is definitely changing, and MPS is now able to respond to different individual preferences. Interestingly, MPS have already completed two projects using an entirely electronic distribution.”

### Quality assurance

Océ’s Design2Distribution automatically tracks and records who has received what and when, and maintains an auditable record. MPS have witnessed how departments now have single lines of communication and information flows, and are no longer liable to remain ‘islands’ of information. Scott Bushell concludes: “MPS now enjoy a vast improvement in terms of the accuracy of document tracking, maintaining archives, and revision control. Our business partnership with Océ has matured, and we are well on the way to achieving our ultimate ambition of an end to end electronic environment, culture permitting of course!”

“The ethos of creative collaboration has enabled a smooth transition, and delivered significant benefits”

George Christophorou  
Project Leader,  
MPS



## Business Beyond the Ordinary



### Printing for Professionals

Océ helps the people who make our world. Companies everywhere use Océ technical documentation systems in manufacturing, architecture, engineering and construction. Each week, high speed Océ printing systems produce millions of transaction documents such as bank statements and utility bills. And in offices around the world, people use Océ professional document systems to keep the wheels of business and government turning. Océ is also at work in publishing on demand, newspaper production, document management outsourcing and wide format colour for spectacular display graphics. It all helps our professional customers go 'Beyond the Ordinary' in printing and document management.

#### **Océ (UK) Ltd**

Océ House  
Chatham Way  
Brentwood  
Essex CM14 4DZ  
Tel: 0870 600 5544  
Fax: 0870 600 1113