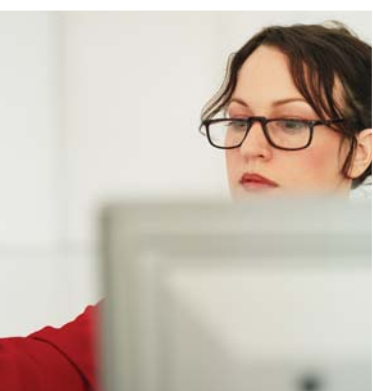


*"We chose to work with Arena because they demonstrated expertise right from the start so we were confident that we could trust them to deliver an effective solution. We have been impressed with their service quality and professionalism."*

*Adrian Hall, ICT Manager, Yorkshire Housing*

# Arena - in housing



# Foreword



Over recent years housing organisations have been operating in an increasingly challenging environment. In an era of austerity and unprecedented spending cuts, the Government has sought to tackle the shortage of affordable UK housing. Welfare reform has gained momentum and the impact of policy changes has begun to show both in the sector's income streams and in the lives and needs of its residents.

This means housing associations now must deliver much more than just sound landlord services. There is a need to embrace a wider social purpose and identify ways to support residents in achieving aspirations that are increasingly under threat. The headlights shine on operational costs and efficiencies to light the way towards delivering new services and more homes whilst maintaining financial stability and continuing to deliver value for money.

Document management is an area that is easily overlooked but that is unlocking significant savings for a growing number of organisations operating within the sector. A fresh look at ways to increase control over activity and costs associated with print and copy, and consideration for digitising paper is delivering a multitude of benefits. These go further than cost reduction to instil a 'greener' and more efficient culture through technology and strategies that relieve the burden of paper, increase data security and streamline routine processes. Challenging the status quo takes the hassle and cost out of those daily tasks that we often take for granted, and is the way towards a more resilient future in housing.

*Steve Malone C Dir, CIH, CM  
Managing Director  
CEL Procurement.*





## Arena - in housing

**The housing sector has undergone major changes in response to national economic hardship, shifting government policy and welfare reforms.**

A focus has been firmly placed onto operational areas where both financial and efficiency savings can be leveraged to deliver greater value into the community.

Arena has over 20 years of experience and a proven track record in identifying and delivering those savings in the area of print and document management.

We understand that taking care of things like print and how you create, process and store documents can make a big difference to the day-to-day running of your business. An efficient and hassle-free infrastructure gives you a competitive edge and puts you in control. Furthermore, getting these systems right enables you to focus on priority projects and makes you more responsive to changes in your business environment.

Our comprehensive product and service portfolio, combined with our expertise and experience, enables us to either review and improve single elements of your existing system and processes - or address the way you work with documents across the board.

The objectives at the heart of our offering are always the same;

- Cost reduction and control
- Maximised efficiency
- Increased sustainability



# Procurement for Housing Framework



**Arena is number 1 nominated supplier on the Procurement for Housing Framework for the provision of Photocopiers, Printers, Multi-Function Devices (MFDs) and Office Based Managed Print Services (MPS).**

We were subjected to a stringent tender process to be top ranked and our position confirms that our products and services are of the highest standard and offer exceptional value.

Buying from a framework makes purchasing quick and straightforward. You are assured that you are complying with rules surrounding purchasing and that suppliers have been compared, assessed and ranked by an independent third party.

## **Dedicated to cost savings in the sector**

As the only national procurement organisation dedicated to the needs of the social housing sector, PfH is an essential partner for social landlords.

The consortium generates substantial savings by harnessing the collective purchasing power of housing organisations across the UK.

By reducing procurement costs, organisations can reinvest resources in front-line services, decent homes and vibrant neighbourhoods.

**With a growing range of EU compliant framework agreements in place and a huge number of members, efficiencies are happening here and now.**

**PfH members collectively manage over 75% of the UK's social housing stock.**

**Members spend almost £3 million a week through PfH agreements, and save over £40m a year.**

**Membership is open to all UK housing associations, ALMOs and local authorities.**



***"Arena's outstanding service reputation, good advice and PfH backing reassured us that we were making the right choice."***

*Colin Arnold, Head of ICT, Magenta Living*





## Liverpool Mutual Homes

"It was beneficial to us that Arena had been independently vetted against varying criteria including value for money and green credentials, which saved us the time of going through a formal tendering exercise."

**"Our main objectives were the green agenda - a need to reduce our carbon footprint; and to get better value for money from our provider. We were using different models of printers, some of which were over 5 years old, spread across several sites, which needed upgrading in line with this."**

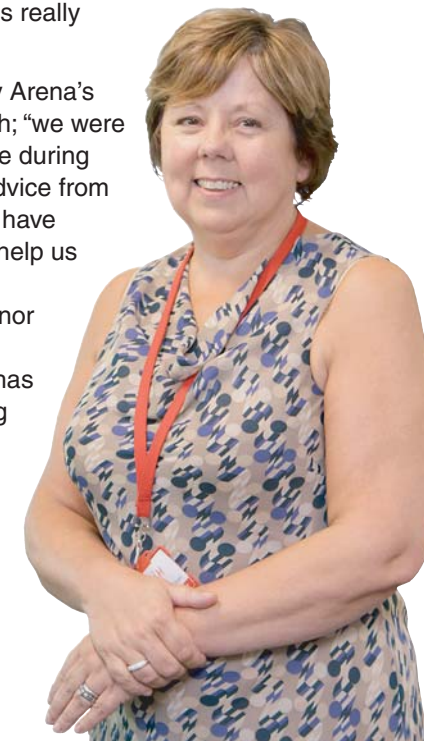
Faced with a set deadline for their office moves, it was important that LMH's supplier selection process was swift and straight-forward. A number of suppliers and printers were looked at including Arena. Julie comments; "we looked at the different printing framework agreements and found that Arena were top of the PfH framework for print and copy. It was beneficial to us that Arena had been independently vetted against varying criteria, including value for money and green credentials, which saved us the time of going through a formal tendering exercise."

Arena recommended a managed print service and a reduced number of print and copy devices with integrated print control software to manage output and minimise waste. "New Kyocera devices have been introduced to our new city centre office and we reduced the overall number of machines across all of our sites. Arena has also helped us to develop a print strategy which sets objectives and provides guidance."

"We have reduced paper consumption by 40% and our colour usage has reduced from 75% to around 25%." The new system alerts users when documents are sent to print one-sided (simplex) or in colour. Quotas and defaults have been set to automatically re-direct large jobs to a more suitable device or an external printer. We are seeing a change in behaviour as our staff become more aware of what they are printing. Previously many of them simply didn't know how to change the settings so automating everything has really helped."

Julie has been impressed by Arena's friendly and holistic approach; "we were never put under any pressure during the sales process and the advice from Arena is always sound; they have demonstrated that they can help us with any document-related challenges or needs. The minor issues we've had have been resolved quickly and Arena has shown a good understanding of our business so I can see us developing a long term relationship."

*Julie Greenland,  
ICT Project Manager*



# The right solution for you

***“I’ve been particularly impressed by the dedication of Arena’s Professional Services Team who have been in regular contact to make sure we are happy.”***

*Keith Spragg, Senior ICT Engineer, Southway Housing Trust*

## From the document experts

**We understand that any investment in print or document management technology, large or small, can be daunting. You need a provider you can trust to understand your business from the outset, and deliver the most appropriate system for your needs, on time, within budget and working as promised.**

We have a large team of PRINCE 2 qualified Professional Services consultants who are experienced in the successful design, project management and installation of systems that range in size and complexity.

Our approach begins with a comprehensive audit to fully understand your business, how you work with documents and any related challenges. We take a strategic view, looking to integrate technologies in order to introduce a more efficient, sustainable and cost-effective way of working. Once this is complete we design and propose your bespoke solution.

We ensure you get the right solution for your needs, and we support you in communicating the change to your stakeholders for a seamless installation.

On-going training and scheduled review meetings are part of our partnership approach to secure continuous improvement and the maximum return on your investment.





# Yorkshire Housing

**"We are saving money through the use of energy efficient devices, reduced running costs and reduced wastage."**



**"Arena took a detailed look at the way we work and the new building layout before proposing a system that would fit around our requirements. We now have a much smaller number of devices that are strategically placed to enable staff to print, copy, scan and fax using just one machine. The devices are all from one manufacturer with uniform parts for straight-forward maintenance."**

Not only this, but the machines are fitted with print control software that monitors user activity, colour usage, output volumes and costs. "For the first time this means we can see exactly what's happening and implement measures to better control output and colour usage. The simple act of requiring employees to visit a printer to release their pages immediately altered their behaviour in a very positive way." Wasted and unnecessary jobs are less common now, and defaults to limit one-sided and colour printing have further fuelled the overall effort.

"Technology on the machines takes care of consumables and maintenance for us too. We used to stock pile toner in cupboards unnecessarily 'just in case we ran out' and this cost us time, storage space and money. With the new

system automatic alerts go directly from the devices to Arena when toner runs low so that we receive new supplies as needed. The same goes for maintenance, if a machine has a technical fault or needs a service."

"We chose to work with Arena because they demonstrated expertise right from the start so we were confident that we could trust them to deliver an effective solution. We have been impressed with their service quality and professionalism. Arena provided a number of awareness sessions for staff, this meant that they were using the new devices straight away without any problems."

*Adrian Hall, Head of ICT*



# Magenta Living

***"Arena's managed print service has saved us the time and hassle of ordering and stocking toner and supplies, and we no-longer need to monitor our devices to spot maintenance issues. All of this is done automatically which means our machines are rarely out of service."***

*Walter Leser, IT Manager, Foundation*

**"We were keen to reduce the cost of print and copy and increase our control over it, in particular waste and unnecessary printing. Maintenance is also important – keeping machines up and running – so we needed a resilient system and a reliable provider."**

"We had a mixture of suppliers with no overall print management, auditing or budgeting tools. The main priorities were to deliver the print and copy infrastructure within the timescale and budget of the office move; we needed to enable mobile working and make sure we had the functionality we needed in the machines."

"Arena gave us professional advice and a proposal that ticked all our boxes. We visited a referral site and met with other customers in addition to seeing demonstrations in Arena's showroom. Their outstanding service reputation, good advice and PfH backing reassured us that we were making the right choice."

Arena has installed new multi-function devices that print, copy, fax and scan. "Using one brand of device and a single provider means that maintenance and billing are straight-forward and transparent. Toner is supplied just when we need it so we no-longer need to source or store it, which saves us time and space."

Software monitors output from the new machines and reports on user activity, while 'Follow Me' printing requires users to go to a machine to collect their pages. Colin explains further: "The printers default to mono, which has already reduced colour usage by 35%. 'Follow Me' printing also makes users more mindful of whether they need to print certain items. All of this is expected to reflect well on our costs and we are seeing employee behaviour change for the better."

*Kevin Lawrence, Technical Support Analyst | Colin Arnold, Head of ICT*



## Why choose Arena's Managed Print Service (MPS)?

Print is often the last uncontrolled cost to a business and can represent a significant headache. There is no 'one size fits all' solution when you need a new printer. That's why we work with you to find out precisely how your machines will be used before we propose the right technology for your needs.

### What is a Managed print Service?

- A free audit to identify your print usage and work out the right mix of devices to meet demands and minimise costs.
- Arena receives an automatic alert when your printers run low on toner, and we send you new cartridges 'just in time'.
- Remote monitoring of your devices enables Arena to quickly diagnose and fix any technical problems.
- One regular, agreed bill covers printing, maintenance and toner - no surprise extras.



# Electronic document management



**mstore**

**Just some of the documents and processes that EDM can streamline:**

**Accounts Payable**

**Purchase invoices**

**Purchase to Pay (P2P)**

**Remittance advice**

**Validation**

**HR**

**Employment contracts**

**Disciplinary documents**

**Sickness records**

**CRB records**

**Tenant documents and records**

**Arena can help you manage your documents with our mstore software. It will help you to scan, store, process and retrieve documents digitally. The application easily integrates with bespoke and industry-specific software.**

Our highly-skilled consultancy team will review your business processes to identify ways to produce cost savings, minimise errors, reduce wastage and create 'greener' ways of working.

## **Improve your business efficiency**

- Reduce reliance on paper documents and related storage, print, copy and labour costs
- Place documents at the fingertips of authorised staff
- Digitise processes and tasks – no need to move paper documents around your business
- Speed workflows and secure against loss
- Store related documents together, including images and emails
- Protect documents from fire, flood, loss, theft and damage
- Create an audit trail to track document movement and sharing, user access, amendments made and other activities
- Increase document security through functionality to restrict access
- Support compliance with legal obligations and industry guidelines.
- Digitise your paper document archive in our Scanning Bureau

## Service Commitment

***"Throughout the process of moving and setting up our new offices Arena delivered a courteous and professional service and in the aftermath have continued to provide a quality and friendly service."***

*Paul Briggs, Finance Manager*

**98% of our customers say they would recommend us.**

Arena was founded over 20 years ago and many of our customers have remained with us since day one. When we ask them why, they tell us that their continued loyalty is a result of our reliable service and trusted expertise.

We place your needs at the heart of our business. From the moment you start working with your dedicated Arena Account Manager and our Professional Services team, who ensure you get the best solution for your business.

Once you become a customer, your Customer Relationship Manager will be in touch regularly to ensure that you are happy with our products and our service. Your Account Manager will also keep you abreast of any new technology that might benefit you.

Our service team is always on hand to ensure your document management infrastructure stays in good order. With our team of around 30 engineers, call control centre and software support team to manage service calls, queries and orders, you are assured top quality support.



Model	Location	Serial Number	IP Address	MAC Address	Local ID	ERP Equip. ID	Consumable Capacity
FS-17000R		X1T013858A	10.1.2.101	00-C0-11-47-62-82			N/A
		Consumable Serial #	Consumable Level	Last Update Date		Historical Coverage	Consumable Capacity
		00-C0-11-47-62-82	94.00%	08/10/2010 11:40:49		N/A	N/A
			Consumable Level	Last Update Date		Historical Coverage	Consumable Capacity
		QV5G003404	10.1.2.102	00-C0-11-40-05-04		N/A	N/A
		Consumable Serial #	Consumable Level	Last Update Date		Historical Coverage	Consumable Capacity
		00-C0-11-40-05-04	94.00%	08/10/2010 11:40:49		N/A	N/A
			Consumable Level	Last Update Date		Historical Coverage	Consumable Capacity
		CMH0710439	10.1.2.103	00-1B-78-15-49-38		N/A	N/A
		Consumable Serial #	Consumable Level	Last Update Date		Historical Coverage	Consumable Capacity
		00-1B-78-15-49-38	0.00%	08/10/2010 11:40:49		N/A	N/A

## Arena's apprenticeship programme

Arena is a Leeds Apprenticeship Ambassador and holds bronze Investors in People accreditation. We are committed to the development and success of our people and we run an award winning apprenticeship Academy to develop staff across the business.

We have run an apprenticeship programme to train our service engineers since 1994. The five year apprenticeship combines training in the latest technologies with customer care skills.

Technical support manager John Crookes joined Arena's apprenticeship programme over 10 years ago straight from school after his GCSEs. He now supports a team of engineers and is still on the road himself.

"I've grown up at Arena. I joined the apprenticeship programme at 16, not really knowing what I wanted to do. But it was clear that I could progress here and there were good incentives to encourage me."







## Arena in your Community

**At Arena we believe in giving back to our community; our CSR scheme contributes the time and skills of our volunteers towards community and charity projects.**

- Our employees are encouraged to spend two annual working days supporting local charity and community projects.
- Arena is the primary sponsor of the Jane Tomlinson Arena Group Junior Run and Mini Fun Run, paying entry fees for every young competitor. This makes the event the largest free-to-enter race series for young people in Yorkshire.
- Our employees have helped with a variety of projects from supporting schools in delivering enterprise projects to hosting charity events and clearing up urban areas.
- We match fund our employees' charity fundraising efforts.

## Sustainability

Arena helps businesses in a number of ways to be eco-friendly and to achieve sustainability and low carbon targets.

- Energy efficient printing hardware that use less power and have sleep modes.
- Flexible software that ensures staff only print what they need.
- Machines that print on both sides of the paper.
- Electronic document and records management system that stores digital copies of documents to reduce your reliance on paper and storage needs.
- We can take away and recycle your old equipment.



***Arena Group specialises in hard copy and electronic document management.  
We provide the hardware, software, service and expertise that enables organisations to cut costs, improve efficiencies and become greener.***



**The Arena Group**  
Armitage House  
Thorpe Lower Lane  
Robin Hood  
Wakefield  
WF3 3BQ

**Regional sites:**

- |                |                    |
|----------------|--------------------|
| - Wakefield    | - Atherton         |
| - Leeds        | - Stockton-on-Tees |
| - Chesterfield | - Grantham         |

**T: 0844 863 8000 • E: [info@arenagroup.net](mailto:info@arenagroup.net) • W: [www.arenagroup.net](http://www.arenagroup.net) • [Twitter: @ArenaGroup](https://twitter.com/ArenaGroup)**

