TGI Friday’s UK improves Team productivity in restaurants with new print environment

Customer challenge

Award winning restaurant chain TGI Fridays UK has over 60 restaurants. Each of these sites needs access to colour printing devices for day-to-day requirements, such as Team rotas, stock control documents, food ordering forms, HR collateral and Team notices. The company’s existing print environment lacked standardisation. Printers became obsolete very quickly, which meant restaurants often ended up stock piling consumables that were no longer useful. The company also struggled with an increasing failure rate and poor reliability as printers aged, which could impact team productivity.

Computacenter solution

TGI Fridays turned to Computacenter to design and deliver a new printing environment. Following thorough analysis of Fridays requirements, Computacenter conducted a benchmarking exercise to identify the most appropriate devices for the customer’s needs. Following a successful trial, Computacenter installed the Epson Workforce Pro printers across Fridays estates in just five weeks. The IT services and solutions provider is now responsible for managing and supporting the new print environment.

Results

The reliable and fit-for-purpose printer estate not only improves Team productivity – it has reduced the volume of print-related support calls by 81 per cent and automated consumables supply means that company no longer has to stock pile supplies. Fridays has also been able to minimise operational expenditure with a lower printing cost per page and reduced energy consumption, which aligns to the company’s commitment to minimising environmental impact.

Debbie Whittle, Service Delivery Manager, TGI Fridays

“Our Printer call volumes have decreased by a massive 81 per cent, which means our people can get on with what they’re best at – running our restaurants.”

Services
• Flexible Workplace

Customer Agenda
• Cost Reduction
• Continuous Improvement/Innovation