



On-demand print production,
warehousing and distribution

National Training Provider

Project:

Complete single source production and nationwide distribution of NVQ level training portfolios

Vertical Market:

Training: National Provider

Business Application:

Irongate Digital is currently working with a nationally recognised training provider to produce a wide range of NVQ and train 2 gain training portfolios and assessor support materials. Included within the contract is document/file management, on-demand print production, warehousing, distribution to a network of 500 assessors and document transfer between assessor, internal and external verifiers and archiving.

Program Objectives:

- Provide a single source solution from design to distribution for training materials
- Reduce internal costs of in-house production and warehousing
- Provide a structured platform to support business growth
- Implementation of on-line ordering and portfolio learner personalisation

Description

Due to agreed and legally binding client confidentiality we are unable to name our customer but what we can do is describe how Irongate Digital's single sourcing supply solution for the production and distribution of training portfolios has delivered major benefits to this client.

Background:

Our client is a major UK training provider of NVQ and train 2 gain courses covering a variety of sectors. Production of their training collateral was through a combination of external sourcing of printed documents from a variety of suppliers and in-house collation of finished portfolios.

On discussion with our client, we identified the main areas of concern which initially included the overall quality of the portfolios, the ordering process for training and assessor support materials and the future ability of their internal structure to meet future business growth as new contracts are secured.

Irongate then developed a range of improvement strategies:

- 1) Document re-engineering: Starting with a blank canvas, Irongate Digital created complete electronic files for each training portfolio using a combination of word documents, excel spreadsheets and files provided by external assessment bodies. This is something which was previously unavailable and of major concern for disaster recovery.
- 2) Personalisation of Portfolios: Digital print production now enables each training portfolio to be ordered individually and personalised to each learner using a secure on-line web portal.
- 3) Print on Demand Production: Due to the ever changing content of training portfolios as curriculum and learning delivery plans are changed, there is a need to move away from bulk stock printing to avoid stock obsolescence, waste and unnecessary costs. By printing training materials "on-demand" we can ensure that waste is minimised and that

training materials are always current, up to date and 100% relevant.

- 4) Streamlined Ordering: It's vitally important that assessors and their learners receive their training portfolios quickly and in line with arranged training schedules. Using our online ordering portal – iCu - Assessors have 24/7 password protected access to all training and support materials. Therefore the required materials can be ordered at any time to fit in with the assessor's daily routine without impacting on the training delivery time.
- 5) Single Source Production: Irongate Digital's extensive production and distribution facilities has enabled the complete production of training materials from document creation to doorstep delivery direct to assessors. This has delivered added benefits of improved control and single point communication.
- 6) Storage: By reducing the volume of stock, we were able to completely house the storage of training materials within Irongate Digital's own secure storage facilities thus enabling our client to make a 100% saving in storage costs.
- 7) Distribution: Irongate now provides a more flexible and cost effective solution for the distribution and transportation of learner portfolios directly to each assessor and on the various journeys to internal and external verification and finally to archiving. All transfers are fully traceable via an on-line portal.
- 8) Fast Response Times: Following a recent urgent request due to time sensitive materials, Irongate Digital were able to generate new files, print and distribute urgent sign up agreements to over 500 assessors within a matter of 3 working days.

Significant Results

- Complete migration to external production and distribution
- Reduced lead times and delivery of training materials
- 100% storage overhead cost recovery
- Significant cost reduction across all cost centres
- Reduced order administration
- Greater utilisation of internal staff

The future:

We have already seen a large increase in the volume of items being added to the online iCu portal including a variety of different standards and assessor support documents. We are already working with the marketing department to extend the system to include a range of marketing collateral which can be ordered by the various "off-site" business development managers which can be fully personalised to the prospective customer.

