

iON Consortium contract with DWP

Background

The Department for Work and Pensions (DWP) promotes opportunity and independence for all via modern, customer-focused services through:

- Jobcentre Plus
- The Pension, Disability and Carers Service
- The Rent Service
- Debt Management

The Challenge

The DWP needed to streamline its print management and distribution activity as well as reduce its annual expenditure.

To do so, it required a number of established partners to work together to provide a joined-up print and distribution service to a national network of 2,000 offices. Keeping all these offices supplied with printed materials including magazines, posters and literature on an ad-hoc basis is a huge challenge.

As part of this consortium, Remploy Offiscope will play an integral part in overcoming this challenge, and help iON (a consortium led by industry giant Xerox, including Remploy, EDS, Accenture, CEVA Logistics and The Stationery Office) deliver to the DWP, annual savings of more than 25% on their previous arrangement.

The Solution

iON came together to deliver a £400m, seven-year contract awarded by the DWP in 2008.

Remploy

In terms of Remploy's specific involvement, this contract has allowed the true flexibility

and market leading capabilities of Remploy to be effectively demonstrated. Remploy Offiscope set up a dedicated team at its North Staffordshire facility, with full resources and support structures in place to make sure the delivery of the DWP contract was a resounding success. The best of Remploy's printing, fulfillment, document management and logistics skills are showcased at this facility, with the peace of mind that it is managed to all the necessary ISO standards and is totally safe and secure.

This ground-breaking contract has also allowed Remploy to show that it can provide world-class services via its team of highly trained and motivated people, most of whom are registered disabled or long term health issues.

The Outcome

The trust that the DWP placed in the iON consortium has been proved to be well founded, as this hugely important contract has been running successfully for over a year now. Remploy has played its part as a key player as the main interface between all the suppliers in the consortium and DWP.

Remploy's bulk distribution capabilities mentioned earlier are now dealing with tens of thousands of publications to a host of office addresses on a weekly basis. A typical week's activity involves managing over two million pieces of paper which are split down into individual parcels and then safely dispatching to 1,200 individual addresses speedily and cost effectively.

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