

# Hilson Moran. Creating new landmarks with Imaging Solutions from Nuance Communications

## Challenge

- To bring control and visibility to print management
- To dramatically reduce print volumes and paper recycling
- To optimise the process for populating fields on forms

## Solution

- To deploy Nuance Equitrac Office, eCopy PDF Pro Office on new MFPs
- To affordably meet demand from end users for a PDF solution on their desktop
- To implement secure print to prevent breaches in document security

## Results

- Reduction in print output
- Less time wasted completing forms
- Purchase invoice scanning

## Challenge

London's landmarks are recognized globally. An eclectic mix of new, old, mild and wild, they combine to create a visual variety that eclipses many other cities in their quest to impress. Behind some of London's most talked about buildings – including The Gherkin, 20 Fenchurch Street and some icons of Canary Wharf—is Hilson Moran, a leading independent multidisciplinary consultancy for the built environment.

HILSON  
MORAN

“We worked out that our annual paper recycling stacked up to the height of The Gherkin. This is because people would print, forget they had and then print again.”

Roger Waters-Duke  
Finance Director  
Hilson Moran

For over 35 years, it has been designing engineering systems for a wide range of projects from a network of offices in the UK, Europe and the Middle East. Today, it is using Imaging solutions from Nuance Communications combined with MFPs to bring control and efficient management to its document workflow processes.

#### **Constructing a case for intelligent print management**

The driver behind the implementation of the intelligent print management solutions from Nuance was to bring greater control and insight to printed output and bring accountability for what was being printed and by whom. It also wanted to implement a process and mechanism for efficient data capture and electronic document distribution, as well as replacing the time-consuming and error-prone process of manually-populating static forms. Furthermore, the company maintains two ISO accreditations to demonstrate the quality of its working practices and diligence with respect to environmental considerations.

With those ambitions in mind, Roger Waters-Duke, Finance Director, Hilson Moran, vividly puts into context why the company needed to tighten up its rules on print and copy.

The deployment of Equitrac—Nuance’s print management and cost recovery solution—has slashed needless print waste, and has had a positive knock-on effect on cost savings, as Roger explains: “With Equitrac, users can only release documents after they have typed in a PIN number. This has dramatically reduced paper waste. Clever print rules have helped the company reign in print costs, too. The default print mode is now mono and Roger estimates that, compared to color, mono print cost are a tenth of the price. To show how the company benefits from this intelligent print management strategy, Hilson Moran uses the Equitrac reports to create posters which are displayed next to each MFP, showing users the cost savings that have been achieved since deploying the solution as well as any potential environmental benefits.

For a company that prides itself on thinking ahead, unsurprisingly Hilson Moran is already considering how Nuance’s Imaging solutions can help it drive further efficiency within the business. To improve efficiency it uses the scanning services to process purchase ledger invoices into the systems to allow electronic approval.

#### **A family of solutions unite**

Another Nuance solution being used by Hilson Moran is eCopy PDF Office Pro, the smart desktop PDF companion to MFP scanning. It enables easy, yet powerful PDF creation, editing, conversion and collaboration for maximum savings without compromise.

In a further display of pioneering thinking, Hilson Moran has combined Nuance PDF Office Pro via a projector with its interactive boards to create an easy-to-use and powerful collaboration tool. Thanks to PDF Office Pro, “Using this set up”, explains Roger, “we can zoom in on a drawing and mark up any changes together in one document, which is much easier for us.”

It is also used for more conventional tasks including quickly scanning and capturing data. Roger explains that Scan-to-email has proved to be popular and is widely used, while he describes the Scan-to-me function as “brilliant. To be able to scan something, then send it immediately, is very impressive.” Roger Waters-Duke, Finance Director, Hilson Moran

#### **The no-compromise solution to enterprise imaging challenges**

Nuance PDF Office Pro has really come into its own on tasks like completing fields on forms. This saves a lot of time for users who historically had to manually populate the form with data or information. It also resolved an issue the company faced when preparing a document for use in the Middle East. If one mistake is made in a document, the entire document has to be rewritten. When the document is long and complex, a rewrite serves only to invite further errors, which is why, as Roger explains,

“...one hand-written document had to be resubmitted eight times.” Now, using PDF Office Pro, in the event of an error, only the amendment is made, which has resulted in a reduction in error rates and far quicker document turnaround times.

“We find the PDF comparison function really useful, and the fact that PDFs are searchable saves a lot of time. It’s also very easy to quickly convert Word and Excel documents to PDFs.”

Roger Waters-Duke  
Finance Director  
Hilson Moran

This performance and flexibility hasn’t come at a price, though. “It’s so affordable that we can deploy the solution to more people than before, answering the call from many of the staff who asked to have a PDF solution on their desktop. With Adobe being so expensive, what we are looking at now is a win-win solution. “At Hilson Moran, PDF Office Pro’s affordable and flexible license fee is rolled into the company’s overall managed print service charge, and therefore Roger states he sees PDF Office Pro as “a zero cost to us.”

For a company long-associated with landmarks, it is appropriate, then, that Hilson Moran has settled for recognized landmark Imaging Solutions from Nuance.

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit [nuance.com](http://nuance.com)

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**About Nuance Communications, Inc.**

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: [www.nuance.com](http://www.nuance.com).

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