



Aer Lingus selects IPS for their Cloud Print Management Solution

Aer Lingus conducts daily operations from its primary hub at Dublin Airport, along with bases in Cork, Shannon, and Knock, offering a network of over 100 routes that span across Europe, the UK, and North America. The airline provides a blend of budget-friendly and premium services, featuring economy and business class options on transatlantic flights, and competitive fare services on European routes. Known for their commitment on delivering high-quality service, Aer Lingus were awarded a 4-star rating by Skytrax.

Challenges

With over 5,100 employees spread across the UK, Europe and America, Aer Lingus' current system was insufficient in delivering detailed analytical data, sustainability, flexibility, and strong security while managing their print infrastructure. Aer Lingus understood the critical need for enhanced security and reducing IT burdens within their organisation. They needed a tailored solution that not only fulfilled their operational needs but also bolstered security protocols, offered increased user flexibility, detailed analytics and reduced dependence on IT resources.

Solution

In response to Aer Lingus' need for a more secure and efficient print management system, IPS utilising Lexmark's Cloud Print Management solution were able to bring their print capabilities up to speed with modern IT trends. Security was a top priority, ensuring that Aer Lingus' print infrastructure aligned seamlessly with their other cloud-based applications. The move also significantly enhanced sustainability efforts, as the airline gained comprehensive data and analytics on print usage, enabling better management of print policies across their entire network. This included the proliferation of digital data for scanning and optimising their print fleet operations. Cloud Print Management also provided a globally uniform solution, ensuring consistent and reliable print management across all the countries in which Aer Lingus operates, streamlining operations and improving overall efficiency.



The Organisation

Founded in 1936, Aer Lingus is Ireland's flag carrier airline, operating over 100 routes. The airline is a subsidiary of International Airlines Group (IAG), one of the largest airline groups globally, which underscores its strong market presence and operational capabilities.

Cloud Print Management Key Benefits:

- Access to Key Analytics
- Print Flexibility
- Improve Efficiency
- Print Security

IPS Managed Print Services - Key Benefits:

- ✓ Unique 20+ years of experience dealing with airlines, carriers and cargo companies
- ✓ Worldwide service partnering with Lexmark International
- ✓ Scalable solution that can be used for global expansion



Implementation

IPS successfully implemented the Lexmark Cloud Print Management solution for Aer Lingus with remarkable efficiency. By providing secure, pre-configured devices which reduced installation time by 80% per device, ensuring a swift rollout. End users benefited from a uniform, customised UX interface. The ease of use of Lexmark Cloud Print Management minimised the need for extensive training. The implementation was seamless across all sites in the UK, Europe and America. Additionally, IPS introduced the Lexmark Cartridge Collection Program, which recycles all used toners free of charge, further supporting Aer Lingus' sustainability efforts which ensured that all empty consumables would be 100% recycled, avoiding any waste going to landfill.

Results

With the implementation of IPS' and Lexmark's Cloud Print Management solution, Aer Lingus achieved a more secure print environment with enhanced data management capabilities. The transition to a completely serverless setup not only eliminated IT overheads for maintaining servers but also significantly boosted sustainability and resilience across the entire organisation. This shift has allowed Aer Lingus to streamline operations and focus on core business activities without the burden of managing print infrastructure.

The introduction of a uniform print policy across the entire network has effectively reduced color usage, leading to substantial cost savings. Improved traceability of consumables management ensures better inventory control and reduces waste, contributing to a more efficient and eco-friendly print environment.

All users now have the flexibility to submit print jobs seamlessly from their smartphones, laptops, tablets, and desktops, from any location within the organisation using their PIN or ID cards. Aer Lingus now benefits from access to comprehensive analytics, providing valuable insights into their print environment. Additionally, the adoption of sustainable practices through the Lexmark Cartridge Collection Program ensures that all cartridges are 100% recycled, preventing them from ending up in landfills and further supporting Aer Lingus' commitment to environmental stewardship.

"Our experience with Aer Lingus has been great throughout the entire process of migrating their print infrastructure to the cloud. Thanks to Lexmark's Cloud Print Management Solution, the installation, configuration, and management of Aer Lingus' print environment has been remarkably easy."

John Jones
Commercial Manager
IPS

"Following substantial investments in our IT infrastructure, it was essential to select a print solution that would integrate smoothly with our strategic ICT plan. IPS' cloud solution has not only met but surpassed our expectations, ensuring a seamless implementation while transforming our global print environment"

Harry Randle
Product Owner for EUX
Aer Lingus

"Working with Aer Lingus' team has been a great experience. Their commitment to excellence and proactive collaboration ensured a seamless transition to the cloud. Their strategic vision and well co-ordinated efforts played a crucial role in the success of this project."

Paul Farrell
Enterprise Services Manager
IPS