

Briggs & Forrester Switch to Nuance's PDF Converter Enterprise

Challenge

- Reduce the costs of the company's existing PDF solution
- Enable a broader company-wide deployment of PDF software to increase productivity & remove interruptions to those few with current licenses
- Meet the high level accuracy & security demands from the company's design team

Solution

- Move to Nuance PDF
- A broader company-wide deployment of PDF software
- Easy to use and intuitive interface with high accuracy and encryption for document security

Results

- Approximate saving of 80% on PDF licence costs
- Saving of £400 per licence
- Company-wide deployment for increased productivity
- Facilitated a new wave of PDF knowledge

London's landscape and skyline is dominated by some of the most visually impressive and formidable feats of engineering and construction. A name critical to the success of some of these world-recognised landmarks, is Briggs & Forrester. It is one of the UK's leading building service contractors – with a turnover in excess of £135m – and is a company whose skills and craftsmanship have created and refurbished buildings including the Bulgari Hotel in Knightsbridge and the Shangri-La Hotel, located inside The Shard, one of the tallest buildings in Europe. Briggs & Forrester's enviable reputation has been achieved through its high quality, results-orientated approach.

“It is intuitive and has excellent document security features. While it has saved us a lot of money, the cost advantage has democratised access to PDF, and therefore encouraged and facilitated knowledge sharing and the development of core PDF skills across the company, while boosting productivity.”

Derek Hine,
Group IT Development Manager

Attention to detail, from start to end

Based in offices across the UK, the group provides a range of specialist skills encompassing engineering, design, installation and maintenance. Underpinning its work on prestigious constructions is Briggs & Forrester's signature attention to detail that ensures that every service it provides is of the calibre that its clients demand and expect. This attention to detail starts at the design and planning stage, where using the right tool for the right job plays a key role in the success of a project; when it comes to a PDF solution, the right tool for Briggs & Forrester is PDF Converter from Nuance, which now has an integral role within the company, having saved it approximately 80% on PDF licence costs.

Sharing the benefits of PDF Converter Enterprise

Formerly a user of a competitor PDF solution, Briggs & Forrester used it to convert designs and building plans into the secure PDF format, before sending them to clients or suppliers. However, it was proving an expensive option for them, as Briggs & Forrester's Group IT Development Manager, Derek Hine, explains:

“The product was working out expensive. On a project for instance, we may have only been able to put it on a few desktops with its price determining who in the project team – and how many members - used it. Not only did this mean that others who needed it were denied a PDF tool, but the productivity of those that had it was interrupted by other team members.” This is a common scenario in many businesses where the cost of a PDF solution is significant; it turns the few PDF users into a resource used by other parts of the business. The ‘PDF factories’ within such companies soon experience a decline in their own productivity as their colleagues interrupt them with their PDF-related requests because they don't have enough licences for everyone.

With a desire to address these issues and save costs, Briggs & Forrester's IT partner proposed PDF Converter Enterprise from Nuance, reasoning that feature for feature it met the former solution's capabilities, but at a fraction of the price; in Briggs & Forrester's case, it amounted to an approximate saving of £400 per licence.

But cost savings alone would not be enough for the company to standardise on PDF Converter. It had to prove it had the muscle for the task. "While PDF Converter Enterprise's price and value proposition was certainly attractive," Derek explains, "given Briggs & Forrester's attention to detail, the design department had to be confident in the product. It put PDF Converter through a series of exhaustive and extensive tests before we made a decision on whether it was right for mass deployment." In fact, PDF Converter Enterprise impressed under scrutiny, as Derek adds, "In our tests, it didn't just perform as well, but it was very impressive. It certainly offered performance, but its affordability also gave us the scalability we desired for broader deployment without compromise."

PDF Converter Enterprise – building an ongoing success story at Briggs & Forrester

Twelve months since deploying PDF Converter Enterprise at its offices across the UK, Derek and his team state they are "still delighted" with Briggs & Forrester's investment in PDF Converter. As well as its accuracy and security features, its ease of use and intuitive interface are winning the solution many friends internally. Derek reports that end users constantly give it "glowing reports". He estimates that today, 90% of PDF use is for drawings and plans of buildings, where PDF Converter's security features come into their own, as Derek explains: "It is really important that we can lock down the content of the PDFs we send out and PDF Converter Enterprise's encryption means we can send

out construction plans and documents with confidence. "Perhaps more importantly, the broader company-wide deployment of PDF Converter from Nuance – thanks to its cost effective price point – has facilitated a new wave of PDF knowledge-sharing and skill base within the company. "The more people that use PDF, the better the overall PDF knowledge base becomes about how to use it effectively. This knowledge has certainly boosted productivity," Derek states.

Freeware. Going nowhere

While Nuance PDF Converter's price is attractive, has Derek been tempted by the PDF freeware that's available? In answer to the question, he replied, "I receive a lot of offers to try the PDF freeware solutions. To see how good the offers are, we test them. The freeware solutions' image layering is poor, and they lack key features. With freeware the results show you get what you pay for."

For now, Briggs & Forrester is more than satisfied with its investment in PDF Converter. "It is a fine enterprise-wide solution," Derek states. "It is intuitive and has excellent document security features. While it has saved us a lot of money, the cost advantage has democratised access to PDF, and therefore encouraged and facilitated knowledge sharing and the development of core PDF skills across the company, while boosting productivity." Clearly, PDF Converter from Nuance is deemed a landmark solution by Briggs & Forrester and should help the company build a better future.

About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.