



# A WINNING PARTNERSHIP



**Organisation**  
Sellafield Ltd

**Industry**  
Nuclear

**Location**  
Cumbria

**Website**  
[www.gov.uk/government/organisations/sellafield-ltd](http://www.gov.uk/government/organisations/sellafield-ltd)

**Relationship with Canon**  
Since 2011

**Framework**



The largest construction site in Europe, Sellafield **covers 6km<sup>2</sup>**, has a **40km network of roads and railways**, and employs **11,000 people** who work in the estate's **1300 buildings** both at the two main locations in Sellafield and Warrington as well as **20 satellite sites**.

**“Just as important as Canon’s extraordinarily resilient equipment is the outstanding relationship we have built up with them over the years. Canon is so much more than a trusted supplier – which is excellent in itself of course. They are fully engaged, strategically aligned and have always gone above and beyond what we could ever have expected.”**

**Pam Collis**  
Head of Service Management, Sellafield



A pioneer for the UK's nuclear industry since 1947, Sellafield has supported national defence, generated electricity for nearly half a century, developed the ability to safely manage nuclear waste and been the backbone of West Cumbria's economy for over 70 years.

**"Today we are faced with the challenge of cleaning up the legacy of the site's early operations,"** explains Pam Collis, Head of Service Management, Sellafield. **"From remediating the country's highest nuclear risks and hazards onsite to safeguarding nuclear fuel, materials and waste, our mission is nationally important. As a government organisation, we also have to ensure that we are transparent and delivering the best possible service to end users at all times while we execute this enormous task."**



### **Innovation, excellence and strategic alignment**

Crucial to the successful outcome of Sellafield's unprecedented and highly complex mission are the partners with whom it chooses to operate.

The foundation of the successful partnership between Sellafield and Canon is open and frank communication between all stakeholders that includes regular surveys and customer account reviews. In addition, the roadshows Canon hosts at the Sellafield and Albion Square sites serve to promote awareness of just how much can be achieved with Canon as well as being a more informal way of receiving customer feedback.

**"Our close, collaborative partnership with Canon has enabled us to securely transform our print capability and make annual savings of £3.65million."**

**Pam Collis**  
Head of Service Management, Sellafield



**Canon**





## Teamwork ensures ongoing success

Given the scale of both Sellafield itself and the challenge of upgrading and maintaining its print facility – in a seamless, secure and sustainable way – Sellafield and Canon have worked together to build a dedicated on-site service team that covers all aspects of the Managed Print Service (MPS). **A team whose in-depth knowledge of Sellafield's business, policies and procedures has enabled it to consistently deliver a best-in-class service driving innovation and delivering efficiencies.**

One of the key players in the team is the Client Services Manager (CSM), Dean Hodgson, who works in partnership with Sellafield's Information Services Organisation (ISO) to proactively manage all aspects of the service that Canon delivers to Sellafield.

### To ensure that Sellafield's business and services objectives are met, the CSM's role also includes:

**Working** with Sellafield's various performance teams to monitor and plan service resources

**Ensuring** there is an effective relationship with the service desk to enable consistent provision of value in terms of service delivery and customer satisfaction

**Being involved** in the development and implementation of business strategies to improve revenue, productivity, end user satisfaction and development of new types of services as they become available

**Maintaining** the quality and accuracy of management and management information provided.

The service provided by the CSM also encompasses the IMACD process (Installation, Move, Add, Change and Disposal) that oversees any modifications within the fleet both proactively as part of Continual Service Improvement activity and reactively, as a result of an office or personnel move, for example.

At all times, due to the complexity and security of the site's IT infrastructure, the CSM liaises closely with different departments and suppliers within Sellafield so that such changes run smoothly.



At the start of the pandemic in March 2020, Canon was tasked to supply social distancing signage to ensure staff onsite could continue to operate the plants safely. Within two months the Colorado 1650, which was delivered and installed by Canon to fulfil requirements, had produced cost savings in the region of £181,000 compared to what would have been incurred had a national supply chain been used.



## Collaboration enables successful Digital Transformation

In 2019 Sellafield released a Digital Strategy Brochure outlining how the organisation was working to establish a digitally enabled enterprise. With its 80-year history, Digital Transformation required a seismic shift in the way Sellafield operated, including:

**Transforming processes**

**Capturing and exploiting data**

**Re-skilling people**

**Changing leadership styles, behaviours and culture.**

Working in partnership with Sellafield, Canon had been focused on the issue of Digital Transformation from the outset. Dean explains: "In line with Sellafield's digital strategy objectives, we had installed a fleet of technologically advanced MFDs which, in conjunction with our powerful print management software uniFLOW and award-winning IRISXtract, continue to offer a platform upon which Sellafield can progress its digital transformation."

**"Through collaboration we have achieved the desired outcomes and will continue to do so. Testament to the strength of the partnership that has been formed between Canon and Sellafield is the fact that our joint effort has not only secured substantial savings for Sellafield, but together we have also established a robust and effective IT solution for its end user community."**

**Tony Wills**  
Country Director, Document Solutions, Canon UK

**We look forward to discussing your requirements**

**E:** [customer.marketing@cuk.canon.co.uk](mailto:customer.marketing@cuk.canon.co.uk)  
**T:** 0844 892 0810

**Canon**