



Giving Shape to Ideas

THE COMPANY

One of the world's largest mobile telecommunications companies serving over 100 million customers worldwide. It was named Best Mobile Operator of the Year at the World Communication Awards. Its main objective is to help their customers to improve their productivity and efficiency by providing top-notch and reliable products and services such as mobile, wireless, wireline and content services.



THE CHALLENGES

The Client encounters paper wastage issues and looking for a solution to reduce the impact of wastage within the organisation. To quote examples of user who printed the document and not collecting it and some even generated a high print quantity in which both were not accounted for. This resulted in high operating costs. As a result there is no control on their print environment and they have low visibility of their printing cost. They are looking into ways to improve and streamline their process and on top of that, they wanted a solution that could synchronise with their server and match with their existing RFID cards. As much as the organisation is encouraging waste management practice, the biggest challenge is still faced by the management as to how to manage and assign printing budget cost to the individual department user.

THE SOLUTION & RESULTS

Based on assessment, Konica Minolta proposed a solution that comprises a mixture of hardware and software to cater specifically to its needs. Optimised Print Services (OPS) with Print Management Solution is implemented, since then users are happy with the solution during the trial period. Users are able to access any machine easily with less waiting time which makes the working environment more enjoyable. IT and admin department are able to track and generate reports that could support decision making on controlling, preparing and planning budgets.

Unwanted downtime are being minimised and staff is able to save the trouble of having to make service calls manually. The document printing environment is more secured and with the new fleet infrastructure, expenses are being tracked and wastage are kept at a minimum. With this system in place, the organisation not only able to identify the cause of wastage, it also help in cost saving up to 30% on average print cost.

There are plans in the future to implement in other of their branches due to the trust and excellent services that Konica Minolta has provided.