



KONICA MINOLTA



SIMPLIFYING OPERATIONS AMPLIFYING GROWTH



OPTIMISED PRINT SERVICES
SUCCESS STORY



Manufacturing
Industry

OPTIMISED PRINT SERVICES SUCCESS STORY

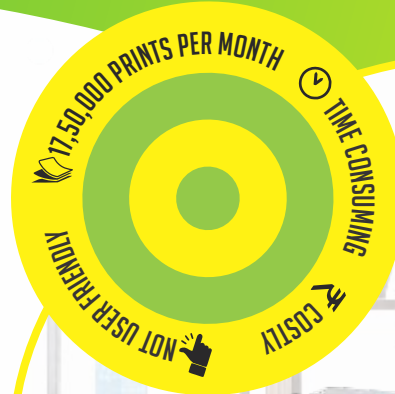


Bajaj Electricals, Mumbai

The Company is an Indian consumer electrical equipment manufacturing company based in Mumbai, Maharashtra. It is a part of Bajaj Group which has Revenues of INR 380 billion (US\$7 billion). BEL has 22 branch offices & 29 Warehouses + 4 Factories spread in different parts of the country and have 5000 employees.

Customer's Situation/Challenge

Their monthly print volume was around 17,50,000. An analysis revealed that the company had a total of 175+ devices in use, among them many outdated printers and multifunctional peripherals (MFPs) as well as a mix of different brands. These old devices required time-consuming manual PIN code usage and were not considered user-friendly by employees with some of the printers not in use at all. Their IT experts described external maintenance and service response times as unsatisfactory. Moreover there is no monitoring of fleet, issues in consumables stock management, no visibility to cost, all warehouses locations are very remote (around 80 KM from city).



Success Summary

The new device fleet consists of 175 MFPs all from Konica Minolta (all devices supplied at 83 locations across 21 states in India). These devices are managed and monitored by the Konica Minolta Software (Print Fleet -Auto alert Facility/NetCare Device Manager), resulting in significant cost and time savings. With the installation of the server-based SafeQ system, all print, copy or scan jobs can be tracked locally so that records of the exact number of pages actually printed, copied and scanned can be kept. SafeQ thereby provides cost-related information that helps to identify potential bottlenecks and suggests ways to optimise the print environment. Besides the optimised workflow, Konica Minolta reduced company monthly operating costs by 30% with paper reduction (paper wastage control through secure print). This will also help their companies CSR activity towards green initiative.



Optimised Print Services

OPS combines consultancy, hardware and software implementation and operation in order to develop improvement strategies on the basis of precise facts and figures to deliver cost efficiency & manageability.



OPS Consult

In the first step, Konica Minolta surveyed Company to find out how the existing fleet could be restructured most efficiently and to avoid employees' work being affected by the rollout. Most importantly, nobody should be left with the impression that IT is reducing workplace ergonomics. The survey evaluated their printing by parameters such as volume or level of document confidentiality. This was to help Konica Minolta to determine in each case whether a central MFP or a number of smaller desktop printers would be the ideal solution. Another part of the survey dealt with the different environments from which employees print their jobs – be they Microsoft Windows, Macintosh, HVD & HSD systems. Flexibility was always the key during this endeavour. The analysis of the survey revealed potential for optimisation that Konica Minolta put into action considering Company's specific needs.



OPS Implement

The existing fleet was updated and replaced by standard preconfigured devices. Multifunctional A3 Black and white peripherals (MFPs) from the bizhub series (with 22ppm speed) are now the backbone of the infrastructure. Konica Minolta also provided Printer Drivers to support their PC and server installation. Basic training for employees made sure that they know how to benefit from the new technology's advantages. Data from Konica Minolta's Print Fleet Remote Care solution and Page Scope NetCare Device Manager Software is constantly collected and used as a basis for offering automated dispatch and on-time consumables delivery services. The implementation of SafeQ user authentication enables central accounting and monitoring of all locations. Users are easily identified by RFID Smart cards and the printing policy can be implemented and adjusted at any time for each employee.

OPS Manage

The OPS Manage phase delivers benefits of the new fleet including a managed infrastructure for service calls, continuous meter readings for tracking the total number of printouts and timely delivery of consumables. Logistics services for moving and delivering additional hardware and its installation and configuration were added. The established on-site technicians now solve any service and support issues. These Konica Minolta experts at Company's locations permanently monitor all the devices using a lifecycle management solution to proactively service and maintain the whole fleet.



LOGISTICS SERVICES



PROVIDES
ADDITIONAL HARDWARE



CONTINUOUS METER READINGS
OF NUMBER OF PRINTOUTS



ON-SITE
SERVICE AND SUPPORT



Customer's Comment

The Optimised Print Service from Konica Minolta really helps us to significantly improve efficiency and transparency as well as to reduce costs for our printing infrastructure. Konica Minolta's consultants offered us a custom-made solution at a very competitive price. We are extremely satisfied with the scope and quality of the services provided as well as the skills of the support team", says Mr. G. Sowmianarayanan, Sr. GM – IT Infrastructure.



KONICA MINOLTA



Konica Minolta Business Solutions India Pvt. Ltd.: 10th Floor, Tower 8C, DLF Cyber City, Gurgaon, Haryana.
URL: www.konicaminolta.in | marcom@bin.konicaminolta.in

For more information: **SMS "KM OPS" to 52424 or Call- 1800 266 2525.**