

The solutions:

Working with Kyocera, WorkCover were able to update their MFDs and printers under a Managed Print Services (MPS) agreement, which would provide a single contract for ongoing maintenance (including toner management and servicing) on all devices, and keep costs to a minimum. This arrangement would also help to ensure that the new printing operation had minimal environmental impact.

Under the five-year MPS agreement, Kyocera replaced WorkCover's ageing MFD and printer fleet with 10 sophisticated TASKalfa 500ci, KM-C4035e and KM4050 A3 colour MFDs and seven FS 1300DN and 23 FS 4000DN high-speed printers.

Where possible, various side-by-side monochrome and colour printers were consolidated down into a single, high speed, colour printer for maximum efficiency and ease of operation. Importantly, the agreement provided a single-vendor product solution that incorporated all devices and focused on delivering a much lower TCO by eliminating future overhead costs associated with extra toner requirements or device servicing.

"Kyocera's MPS proposition was an attractive solution because it offered a simple and streamlined solution that would enable us to reduce costs. Ultimately, we chose to work with Kyocera because they are one of the very few vendors that can offer highly reliable MFDs and printers at the same time, along with their commitment to helping us create a more environmentally sound document management operation," said Mr Osborne, ICT Operations Manager, WorkCover SA.

Being based in South Australia, Kyocera also worked closely with WorkCover's IT area to set-up automatic meter reading and monthly usage analysis for their MFDs and printers. This meant WorkCover could begin to track and understand overall printing volumes and costs – organisation wide, by business area or by individual user. As part of the MPS solution, the IT area could also track its toner usage, knowing that once a toner gauge was low, a replacement would automatically be ordered and shipped to the exact location of the respective device, thereby minimising device downtime



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Chris Osborne, ICT Operations Manager, WorkCover SA

The results:

Implementing the Kyocera solution delivered several measurable improvements and big results for CDC, that:

- Reduced their overall printing costs by 30-35%
- Greater visibility of overall printing volumes and decreased costs, through improved reporting capabilities, has empowered the IT area to make effective decisions more easily
- More printing being done in-house, made possible by the improved functionality of the new devices (A3 Colour + Finishing Options)
- Reduced service call and response times to less than 4 hours, previously 4-6 hours for MFDs and next business day for Printers.
- WorkCover's staff have been able to better utilise their time through automation, rather than the administration area having to purchase and manage toner stocks.
- Minimising e-waste and resulting landfill. The award winning cardboard-only package design for toner and devices has reduced the amount of waste that cannot be recycled. With Kyocera's long-life ECOSYS technology and recycling efforts, it is projected to help WorkCover to divert more print cartridges and drums away from landfill.

