

# Hino Wins With No Capital Cost Printers



*Service Model Gets Tick of Approval*

**When Hino Motor Sales Australia negotiated a new contract for the provision of printers only to see prices rise 30% within months, the company determined to find a new supplier, a decision that would ultimately give Hino a new national fleet of printers at no capital cost.**

According to Hino's Network Administrator, David Sue, the price rise was a real shock but it has ultimately benefitted Hino as it opened the door to a beneficial relationship with PrinterCorp nationally and the introduction of efficient new print technology.

David, who joined Hino from DHL where he had responsibility for 26 warehouses, is no babe in the woods when it comes to peripherals, their suppliers and contracts. He deems the three-year-old Hino-PrinterCorp relationship one of the best he has seen.

# Market Leading “Free” Software Solution A \$500,000 Investment

## PrinterCorp Clients’ Bottom Lines Benefit

Sydney based national print solutions company PrinterCorp has set a new benchmark for a traditionally brand focussed industry with a \$500,000 commitment to a software solution it is providing free to slash its customers’ costs.

PrinterCorp has invested hundreds of in-house and consultancy man hours, bringing in developers and writers from around the world to fine tune its iManage software, creating a portal that allows clients to manage even national fleets of printers from a single dashboard view.

The system operates in real time and can also read and manage USB and local printers and photocopiers.

The driving force behind the development of iManage, PrinterCorp’s Product Marketing and Communications Manager, Dominic Fester, said that there are other print management software solutions on the market but no Australian developed product that can see as much data.

iManage is a powerful, easy to use portal designed to remotely collect your meter reads, automate toner supplies replacement and report service information for managing your fleet of printers, copiers, fax machines, and multi-function devices.



Dominic said that one of the key features was the fact the system can be used with virtually any brand of business printer.

“Too often in this industry printer businesses are businesses that sell printers, usually revolving around one or two brands, and these companies are not always able to provide solutions for their business clients owing to the limitations of the printers that they handle,” Dominic said.

“Our directors see this business as brand agnostic and have developed PrinterCorp as a printing solutions company rather than a printer retailer.

“Because we have traction across 90% of the market and can service, support and supply virtually any brand of printer, we can concentrate on providing real service and print management solutions for our clients.”

PrinterCorp’s iManage software has been rolled out from to the company’s clients throughout Australia and New Zealand.

In every case it is generating realistic, quantifiable savings and easing administrative burdens.

“A mid-sized company can save the wages of one or two people. Companies with a large fleet and large IT and Helpdesk staff numbers could realistically save the equivalent of the wages of four people,” Dominic said.

Quite apart from the half million dollar development cost incurred for the software, PrinterCorp absorbs a whole range of associated costs including licensing, tracking, software, server and maintenance costs.

“For most companies the standard operating procedure would be to levy these costs onto the customer. We made the decision to offer iManage free as part of our service.”

While iManage is at its most powerful running a full national fleet, it can be tailored to any application from a single office to a state-wide network.

In every case it integrates seamlessly and the operator can monitor their entire fleet of printers from a single view dashboard that shows the status without the need to drill down through a multitude of sub-menus.

**PrinterCorp is happy to demonstrate the program and prove its benefits. Contact them on 1300 760 001.**

### Features include:

- **Automated Meter Read Reporting**

Automatically manages meter reading reporting to PrinterCorp.

Access to real time reporting for an entire print fleet.

Manages all printing brands and models.

Export data into third party accounting systems.

- **Automated Toner Replenishment and Supply**

Alerts sent to PrinterCorp for automatic toner delivery.

Single glance view of all toner levels.

Reduced downtime waiting for supplies.

- **Real Time Service Alerts**

Reduced downtime with powerful service & status alerts.

Single point of entry to drill into devices.

Instant service desk notification.

**“Service, pricing, communication... all are excellent compared to other companies I have experienced,” he said.**

Today PrinterCorp looks after Hino’s Sydney, Melbourne and Brisbane offices and is also about to provide equipment to some regional offices under a new national contract in the final stages of development between the two entities.

Under the new agreement Hino will change from a rent to own contract to a no capital cost complete equipment replacement program wherein they will even have automatic upgrades as equipment becomes out-dated and upgrades or downgrades to keep pace with changing print demands shown by quarterly audits.

“From our point of view, quite apart from the obvious benefits of capital cost and rent savings, there is a real advantage in the automation of everything from repairs to ordering – all of which is taken care of by the reporting software,” David said.

The current Hino printer network already features PrinterCorp’s iManage, Equitrac and Follow-Me Printing software solutions that will be retained in the new equipment.

David said that the use of pass cards by employees to access virtually any printer or scanner was advantageous to the employees who didn’t have to stand waiting for printing jobs or go to a printer only to find someone had moved their output.

“It also helps us identify usage by person or department for auditing and costing purposes as well as adding a security level,” he said.

Follow-Me Printing has particularly proven its worth in the company. Because Hino has a major training facility at Caringbah, it has a great demand for printed training manuals which can tie up the major printer.

“With Follow-Me our warehouse people, who are a distance from the office, can simply print to the printer queue, walk up to the office and then elect to have the material directed to which ever printer they find vacant.”

One of the exceptional service features of the new agreement is PrinterCorp’s

# Software A Real Bonus



*Hino’s Network Administrator, David Sue.*

commitment to a One Visit repair process thanks to the level of information passed remotely to the company via software installed in the equipment.

“Their service and response times have always been good but now there will no longer be the delays traditionally associated with one visit to diagnose the problem and a second visit to install parts,”

David said that he had dealt with a number of companies associated with printers, scanners and faxes and PrinterCorp was one of the few to give

him confidence in their professionalism and commitment to after sales service.

“Too often in this industry it has been a case of ‘We’ve got your cheque, see ya.’ I see our PrinterCorp representative monthly, on average, and if we have any service delays or have to escalate a problem it only takes one phone call to him.

**“We’re more than pleased and with the new contractual arrangements we can look forward to always having the latest and best equipment with no capital outlay backed by a proven service network.”**

# Symbion's Monthly Print Bill Reduced By \$3000

Specialist pharmacy distributor Symbion Pharmacy Services is no stranger to big numbers. \$2B-plus in annual sales, a 14,800m<sup>2</sup> Sydney warehouse holding 13,000 lines and serving 700 customers in NSW alone. But even for Symbion a monthly print bill of \$7000 for its Sydney office was a lot.

For the company that started life as W. H Faulding 166 years ago and today owns household names such as Chemmart and Terry White, efficiency is everything and the bills demanded a solution.

Operations Support Officer Carolyn Berriman said that the shocks just kept coming once their fleet of printers came off contract. Prices were exorbitant and the supplier's service dismal.

"We were paying around \$7000 a month on these printers and knew that untracked desk top printers not part of that contract were adding hugely to that bill," Carolyn said.

Symbion started a search for a solution, speaking to a number of suppliers including PrinterCorp, the company that was already providing a cost effective service for a related business.

At the end of the process PrinterCorp won the business both on price and service, but particularly service after they carried out a thorough on-site evaluation of Symbion's needs, analysing usage

## New Printer Fleet With No Capital Outlay

and workflows before coming back with a process based solution rather than one based around a particular printer brand.

"We ended up with a new fleet of printers at no capital cost and slashed our bills by \$3000 a month," Carolyn said.

Symbion management's decision to go with PrinterCorp on the basis of the service perception quickly proved itself a good call. When Symbion moved premises from Rydalmere to Greystanes there were fears the printers had crashed.

**PrinterCorp responded immediately, dedicating a technician for an entire day to work with the Symbion IT team. As it turned out it wasn't a printer systems fault, but an IT communications issue resultant from a changeover to a VOIP phone system.**

"From day one they have been responsive," Carolyn said. "If I have a problem it only takes one phone call or an e-mail and it's fixed immediately."

Today, Symbion's odds and sods printers have all but disappeared, replaced by a variety of multi-function devices and the company is working with

PrinterCorp to further streamline the process to enjoy savings in labour.

"Initially we had server limitations that did not allow us to have automatic reporting by all of the printers to PrinterCorp. We still had to take individual meter readings and order our own toners and services.

"Pretty soon each will have its own IP address and the process will be automated," Carolyn said.

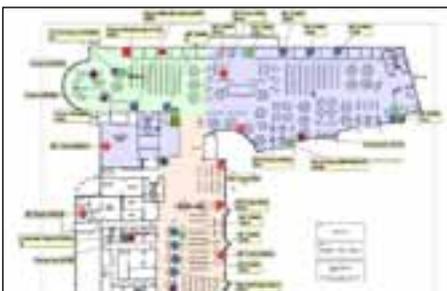
Symbion's Greystanes office employs some 70 people who all have access to printers and the standardisation of equipment is proving beneficial compared to the old system where users had to constantly remind themselves how a piece of equipment worked.

Now, among the options being studied by Symbion in their on-going quest for efficiencies, is the possible introduction of a follow-me print system that cuts down paper wastage as a print request is queued in the system until the user actually requests it from a particular printer.

Carolyn expects that quite apart from the immediate saving of more than \$3000 a month, the office will see the benefits in terms of reduced paper and toner use as more and more people become used to doubled sided printing and many of the other benefits of the equipment.

**This month's featured business, PrinterCorp, is an Australian leader in printing solutions for the health care industry. Based in Doody Street, Alexandria, PrinterCorp can be reached on 1300 760 001 or by e-mail to [info@printercorp.com.au](mailto:info@printercorp.com.au) .**

### Computer Design PrinterCorp's Strength



Before (above) and after (right) layouts of a typical customer's printer network.

See full story page 2 >>

