

OKI Case Study

Industry: Retail | Solution: Managed Print Services | Location: Austria



Printing with a plan in the Enterprise sector



The Challenge

An enterprise customer such as the QUESTER Baustoffhandels GmbH, a CRH company, cannot be won without an impressive offering and excellent customer service.

While the focus five years ago was on the standardisation of contracts and service level agreements, QUESTER CIO Michael Janisch turned the spotlight on a host of new requirements in 2016. Janisch's goals, were specifically focused on achieving greater levels of efficiency within the entire company, as well as finding additional cost reductions and fine-tuning its processes.

About the Customer

With more than 50,000 customers, the Austrian building materials and tile trader, QUESTER ranks among the largest in the trade in Austria. Since 2005, the company has been part of the CRH Group, which has headquarters located in Dublin, Ireland. With 3,900 locations in 31 countries, CRH is a global leader in the building materials industry.

PRINTING COSTS

reduced by
6%



QUESTER products for indoor and outdoor use

"While the paperless office is not yet a reality in the building materials industry, I've always been a firm believer in the quote: 'perfection is finally achieved not when there is no longer anything to add, but when there is no longer anything to take away'", explains Janisch, clarifying QUESTER's vision for optimisation.

Together with his team, the IT Manager oversees infrastructure and systems at 23 QUESTER facilities. The well-known building materials distributor has around 560 employees across Austria. Due to the size of the company, administration and user support were a time factor. As a result, it was vital that the new printing concept at QUESTER include as few unique models as possible and that user interfaces were standardised, so that they would require little explanation.

The Solution

Firstly, in collaboration with the OKI advisor, considerations were made regarding which functions would be needed for each location and each department – for example, whether colour printing, scanning or compatibility with A3 paper size was required. The thought behind the initial layout was to feature fewer devices: "This was another thing I liked about the concept. We would be able to add devices at any time, should bottlenecks become apparent", says Janisch.

The QUESTER CIO also expressed his views very clearly when it came to support and processes: "OKI has demonstrated that they can provide us with good regional support." The objective of the new contract cycle was to shorten the service process between OKI and the IT outsourcing partner in order to operate more efficiently. QUESTER's IT department

“One absolutely crucial factor for me was that the roll-out was completed without any downtime. OKI made it possible for us to transition smoothly and without any risk. We were also impressed with the excellent personal support we received from OKI in Austria, and, despite some stiff competition, the solution proved to be ideal for us.”

Michael Janisch, IT-Manager, QUESTER

wanted to implement the proven method of print cost control by assigning print jobs to cost centres, making costs transparent and traceable. It was also pleased with the more streamlined process for the automated ordering of consumables.

OKI recommended a total of 247 printers for QUESTER, including the ES5162dnw and ES8453dnv models, as they met the company's requirement for simple and standardised operation.

Although the total number of models remained unchanged, at six different devices, the new print concept enabled QUESTER to reduce printing costs by six percent. The powerful monochrome ES7131dnw printers are primarily used to print delivery notes and receipts, with mono printing accounting for approximately 95 percent of QUESTER's

Benefits at a glance:

- Simple and standardised printer operation
- Reduction in printing costs
- Roll-out without downtime
- High-performance mono printers and targeted placement of colour and multifunction printers
- Expert service and consultation

total print volume. The remaining five percent consists of posters, brochures and other point-of-sale material produced by the marketing and sales departments, which is handled effectively by 69 colour and multifunction printers (MFPs).

"This is another thing I like about the concept. We can add devices at any time, should bottlenecks become apparent."

Michael Janisch, IT-Manager, QUESTER



QUESTER, building materials and tiles specialist

The Benefits

- Calculable costs
- Monthly invoicing of consumables with or without hardware
- Wide selection of LED printers and MFPs for mono, colour, A4/A3/A3+ printing and OKI's dot matrix printers
- Flexible and manageable options for customisation
- On-site next-day maintenance and service for the entire term of the MPS contract

The Future

OKI's tender to Austria's leading building materials distributor was successful for the second time in succession, on this occasion for new models of printers and multifunction devices within the framework of an attractive Managed Print Services (MPS) programme. QUESTER has benefited from calculable printing costs and on-site service and maintenance for another 5 years of their contract agreement.

OKI's Smart Managed Print Services programme encompasses a range of tried and tested methods and tools to establish the current state of an organisation's print related costs and processes before OKI creates a professional bespoke proposal to suit individual customer specific requirements. Our sales and engineering staff work closely with our key partners to offer Managed Print Solutions with maximum customer value.

www.oki.com/eu



twitter.com/OKI_Europe_Ltd



linkedin.com/company/oki-europe-ltd



youtube.com/okieurope1