

# From Strategy to Reality

## Enterprise Print Infrastructure Rollout Turns Into Cash Savings



As a diversified financial services leader, our client depends heavily on its office document output infrastructure to keep more than 10,000 employees productive. In seven months, we implemented an enterprise print strategy that cut costs by 37%. Now employees want even more document process automation. With millions of customer accounts offering credit cards, auto loans, small business loans, home equity loans and savings products, they cannot afford to be distracted with print, copy and fax issues.

### THE CHALLENGE

As the company grew, an assortment of copiers, personal and departmental printers, multifunctional devices (MFD) and fax machines accumulated. Printing became a problem. IT struggled to support the print-related calls to the help desk. Fleet uptime was deficient and customer satisfaction with the office print was waning.

Faxing was predominantly a manual activity and color printing was available only in the document processing centers (DPC). Converting a paper copy into a PDF copy required finding a desktop scanner or going to the DPC. Copiers were not secured—they were open for anyone to use without authentication or information security controls.

The company was spending \$400,000 per month for print and copy machine lease and service. Managing the tangled web of service contracts, paying and reconciling

invoices and ordering supplies required several people dedicated to those tasks alone.

To improve employee productivity and to convert the old infrastructure to one suitable for digital document management practices, the company developed an enterprise print strategy (EPS).

However, turning strategy into reality, involving thousands of machines, data and fax networks, and 10,000 desktops, without disturbing business was a big concern and risk. The company needed a rollout plan and someone who could implement it flawlessly.

### THE SOLUTION

Canon Business Process Services (Canon) proposed a nine-month turnkey print infrastructure rollout. The project included hardware and software acquisition, installation, employee training, project management and fleet service.

The project was planned so as not to adversely impact employee productivity during the rollout. The print technology solution Canon installed was based on a networked MFP platform that provides print, copy, fax, scan, color and digital document workflow capabilities. For example, engine speed, automated finishing—stapling, booklet making, hole punching—scanning, fax, user authentication and security, as well as hybrid B&W/color, could be easily deployed to suit each workgroup. Because the platform is uniform across the company, maintenance, supplies, training, tech support and procurement are extremely efficient.

The ongoing print strategy maintenance solution Canon implemented included on-site service and technical support for equipment and software, continuous employee training, procurement, vendor management, and financial analysis and reporting.

To provide ongoing efficiency and manage the print infrastructure, BusinessInsights—a Web-based performance management system—was installed. BusinessInsights provides management with a balanced scorecard dashboard in near real time, so everyone can see how the process is doing against financial and operational metrics.

The Canon print strategy saves \$150,000 per month. Canon BusinessInsights makes sure that continues to happen.

### THE RESULT

The client commented: "Canon developed the print rollout plan and executed it flawlessly. It was our best rollout ever." Canon executed the enterprise print strategy, serving 10,000 employees in seven months, without any problems. The new fully networked office document production fleet saves \$150,000 per month, \$1.8 million per year. Customer satisfaction has never been higher and the document reproduction process is running efficiently.

Print and copy uptime is at 99.8% and the service response time is down to 2.5 hours from 4 hours. Calls to the help desk have been virtually eliminated since Canon has assumed responsibility for the print infrastructure, including technical support and employee training. Canon removed 450 copiers, 1,000 desktop printers and 1,000 fax machines, which helped to reduce network complexity and IT worries. Print and copy volume has decreased 33%.

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### Advancing Business Performance to a Higher Level

Canon Business Process Services, Inc. offers a comprehensive portfolio of managed services and technology spanning information and document management, business process out-sourcing and managed workforce services. Combining singular experience and domain knowledge, Canon Business Process Services enables organizations to improve operational performance while reducing costs and risk. Named a Global Outsourcing 100 Leader in 2016 by IAOP for the tenth year, the company is a wholly owned subsidiary of Canon U.S.A., Inc. [Learn more at www.cbps.canon.com](http://www.cbps.canon.com).

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