

## Unified print solution improves staff productivity.

From a decentralised multivendor approach to a consolidated standardised fleet print management solution.

A FUJIFILM Business Innovation Australia customer success story.

### The Business Challenge

An Aged Care provider with multiple facilities across Australia found themselves without a standard print operation across their sites. The purchase of print technology was controlled at a state level, and each state procured from various manufacturers and required support from the providers central IT department.

This created a significant burden on the provider's IT department, which was required to support different devices across each state. Many staff work across different facilities and struggled to effectively use the devices as they were not always familiar with the printer model. Replacing toner or paper and finding the right options on the menu was taking time away from the residents.

Additionally, there was no centralised reporting function as each state had its own processes in place or no reporting on print at all. There were no standards regarding when to use colour or mono, how to use duplex, the type of paper used, or assigning cost centres. This resulted in a lack of visibility and accountability. FUJIFILM Business Innovation Australia was asked to address the following key challenges:

- A geographically dispersed organisation
- Need for standardisation
- Difficulty in gathering information on their print fleet
- Multiple vendors causing IT issues

### The Solution

FUJIFILM Business Innovation Australia stepped in to provide a single vendor solution across all locations, which involved reducing the number of models. The printers for each site were selected from a pre-approved list of models. This provided a cohesive and simplified process for both the IT department and for staff moving between locations. Each facility had the same devices for the same type of work, which provided consistency in processes.

To achieve visibility and control over the printer fleet, FUJIFILM Business Innovation Australia implemented a managed print solution. This solution monitors activity at each device, collecting meter data, consumable usage, device health statistics amongst other usage data to provide the management team with a complete picture of their print fleet.

### Key Customer Benefits

#### Increased Staff Productivity

Since the printers have been standardised, to ensure every location has the same model device for a specific type of work, the Aged Care provider has seen an increase in staff productivity as they can move easily between locations without the need for additional training or time to familiarise themselves with the print devices.

#### Better Reporting

As FUJIFILM Business Innovation Australia is now the sole print vendor for the Aged Care providers network, the introduction of specialised software has enabled their head office to determine the usage patterns at each location. This reporting delivers individual device statistics on utilisation, colour usage, duplex uptake, energy consumption, and more. This information can then be consolidated to provide a comprehensive picture of the print environment allowing them better insight into costs.

### Customer Experience

The facility staff has been impressed with the ease of use of FUJIFILM Business Innovation print technology. The operation at a user level is intuitive, and device reliability has been exceptional. Management of the print fleet has been enhanced and simplified with the introduction of a print management solution. Reporting is now automated, providing insight into the usage and costs at each facility.

### Cost Savings

Now that consumables are managed by an auto-replenishment program, historical issues such as order duplication and the time taken to manage this process have been eliminated.

The new FUJIFILM Business Innovation printers have reduced the overall number of impressions printed, and newly enforced print rules have increased the use of duplex printing.

These two measures alone have reduced the overall paper usage. There have also been energy savings because FUJIFILM Business Innovation devices use less power per device than the old printers, have a shorter warm-up time, and revert to power-saving mode faster.

### The Future

This Aged Care provider is now looking at the next stage of their print environment transformation, where the addition of 'Follow Me' print software will provide print data on individual usage patterns and consumption, protect sensitive information from being mistakenly distributed and help reduce their overall print volumes further.

In addition, they are looking to use their FUJIFILM Business Innovation print fleet as part of their digital onboarding process to construct a digital platform for many of their processes. Accounts Payable and Human Resources will be the first two departments to transition from paper-

based processing to a digital workflow which will provide increased efficiencies, ensure data is secure but accessible, and the sharing of information is easier and faster.

This Aged Care provider can see that the greater their digital footprint, the easier it will be to conduct business. Onboarding staff will be conducted electronically replacing the need to post contracts, and making it simple to store employee information such as qualifications and vaccine history.

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# Your Next Step is a conversation

We work with healthcare providers across Australia to develop solutions that work for their businesses. We do not believe in point-solutions, we believe in discovering the areas where value can be created and supporting the development of transformation programs in co-creation with our clients.

Arrange for one of our FUJIFILM Business Innovation Australia healthcare specialists to talk to you today, simply call us on **13 14 12** or complete a webform at [fujifilm.com/fbau/en/aged-care](https://fujifilm.com/fbau/en/aged-care) and we will get in touch with you.

## FUJIFILM Business Innovation Australia Pty Ltd

8 Khartoum Road MACQUARIE PARK NSW 2113 Australia

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