CUT UNNECESSARY COSTS

⬦ BorsodChem, Hungary

BorsodChem is one of the leading producers of MDI, TDI and PVS resin and chlor-alkali chemicals in Europe. Since February 2011, it has been part of Wanhua Industrial Group, the world's fastest growing producer and marketer of polyurethane raw materials and related products. With approximately 3,126 employees and net sales of €627 million (2009), the company operates in seven different European countries.

SUCCESS STORY
MANUFACTURING

Giving Shape to Ideas

OPTIMIZED PRINT SERVICES

OPS has three implementation phases. The first is OPS Consult, in which Konica Minolta analyses and identifies the customer's environment and can then propose the best solution. OPS Consult is followed by OPS Implement and OPS Manage.

◢ Customer's current situation/challenge

BorsodChem represented a challenging office environment, as the company's device fleet consisted of more than 700 machines from many different vendors. The majority of devices were printers which had been individually procured, rather than tailored to any planned office workflow. This ad-hoc procurement policy meant different machines were either under- or overused, making workload distribution uneven and inefficient. There was neither a monitoring nor a reporting system set up to control the everyday operational costs of BorsodChem's offices. This was mainly due to the lack of ID-based access to the devices. Furthermore, tenable solutions such as fax servers were ignored. The faxing process was carried out manually, creating heavy paper work.

◢ Success summary

BorsodChem proved to be a successful OPS project. Using a fleet of mainly A4 printers, Konica Minolta quickly optimised BorsodChem's office environment by exclusively supplying multifunctional printers (MFPs). This helped centralise basic office functions while simultaneously increasing work efficiency and effectiveness. Konica Minolta focused on streamlining processes through superior services and solutions. By using ID card identification with OpenAPI, Konica Minolta's specialists were able to customise devices to match the most frequently requested functions of each department. This led to cost improvements in monitoring, reporting and accounting. By constantly monitoring the devices, PSNC and eCON have enabled faster reaction times to any problem. A Konica Minolta on-site operator, whose main concern is to respond to any defect or bug as promptly as possible, has enhanced customer service and satisfaction by minimising workflow interruption.

◢ OPS Consult

In order to optimise BorsodChem's printing environment, a Konica Minolta optimisation team conducted site visits. During this phase, the team collected the necessary data and information about print volumes, habits and patterns. After the data capture stage, an optimisation solution was compiled by focusing on introducing MFP machines in order to centralise workflow and enhance efficiency.

◢ OPS Implement

Before the final roll-out, a pilot test was conducted using SafeQ and two hardware models, bizhub 283 and bizhub C284, in three of BorsodChem's locations: Kazincbarcika, Budapest and Gödöllő. The testing period lasted approximately six weeks. During this time, Konica Minolta's specialists provided continuous IT and user training. For example, a fax server solution was installed in BorsodChem premises, which even today is being tested and further optimised to meet the client's specific needs. After the roll-out was successfully finalised, a dedicated microsite was developed exclusively for BorsodChem, containing Quick Guides, product brochures and an FAQ section.

◢ OPS Manage

BorsodChem is still assisted by Konica Minolta's on-site operator, who is available during the company's operating hours. This service allows Konica Minolta to offer the fastest possible reaction time to any bug or defect that might arise during everyday work and protects the company from any prolonged job interruption. The constant monitoring of BorsodChem's devices through the combination of PSNC and Konica Minolta's Mobile Technician System supports a "first fix" service, allowing Konica Minolta technicians to fix a problem the first time they inspect a device. Finally, eCON improves and facilitates routine tasks such as consumables ordering by giving clients an updated snapshot of their devices.

◢ OPS Customer's comment

"The OPS project has enabled us to cut unnecessary costs deriving from our printing environment. We now have a better organisation of those operations, which include printing, copying, scanning and faxing. The whole project has given us the opportunity to decrease our existing device fleet, which has consequently freed our offices from less necessary printers", comments Ferenc Osváth, from the IT systems networking department. "Furthermore, the optimisation has lead to reduction of printing and paper handling costs. We can now monitor the usage patterns and habits of our staff, and report exact costs deriving from them. Our newly optimised office environment also contributes to a greener planet."