



KONICA MINOLTA

COMPLETE OUTSOURCING

✈ České aerolinie, a.s., Czech Republic

Since October 1923, Czech Airlines (CSA) has been operating as an airline. It is not only the flagship carrier of the Czech Republic, but also one of the five oldest airlines in the world. As of September 2012, the airline is a member of the Czech Aeroholding. Today, the company has 14 sites in the Czech Republic and engages more than 1,000 employees.



OPTIMIZED PRINT SERVICES

OPS has three phases of implementation. The first one is OPS consult, where Konica Minolta analyses and identifies the customer's environment and needs to then propose the best solution. OPS Consult is followed by OPS Implement and OPS Manage.

Customer's current situation/challenge

The cooperation between Konica Minolta and CSA started in 2009. Following a decision by the management about the most economic approach to services and commodities, CSA also decided to perform an audit of the printing environment. The aim was to get an informative basis upon the decision of changing printing policy and print services. CSA had a mix of different brands and was looking to unify printing fleet and services. The print volume consisted of over 6,000,000 pages per month over the whole company. More than 500 A3 and A4 printing devices were operated from almost 2,000 PC workstations. Thus, there was a need for an efficient device management including maintenance and consumable handling as well as software applications, which would ensure automatic control in the most convenient way.

Success summary

Within 18 months, Konica Minolta optimised the whole printing environment of CSA. The keys for success were a complete outsourcing of printing and copying services under the management of the SafeQ system. Model proposals and their location were made after the analysis and optimisation of the printing environment at all sites of the company. Furthermore, the mailroom and the complete distribution of postal services in the company were also outsourced, and possibilities of digitisation and data extraction of flight tickets in the total volume of more than 9.6 million pages per year were established.

OPS Consult

At the beginning of the OPS project, Konica Minolta committed to re-performing a complete analysis of the client's printing system within three months. The results were used by Konica Minolta to prepare a controlled transition from the original technology of small printing equipment and copiers used by the client to a new homogeneous technology. This was done in three steps. Firstly by auditing the print installations, secondly by analysing how often each printing device had been used and in what way, and thirdly, by inspecting the printing environment expenses.

OPS Implement

After testing the existing printing devices and system performance for central administration, the project team decided together with CSA to make a transition to new devices step by step in individual buildings. Among many other features, SafeQ ensures cost accounting to

departments, guarantees users secure printing as well as comfortable printing by using the "Follow me" function, where the user can print his job on any device anywhere. Because of a very high security level at CSA, the exact timing of the whole roll-out process was very important, as building access permissions and special certification of technicians were required, amongst other things. In total, 260 printing devices were implemented in 14 locations, out of those 121 A3 multifunctional printers and two production printing devices, all equipped with SafeQ system. As well to this, further software applications such as ePRO and eCON were installed. Both enable CSA to monitor the whole printing fleet and at the same time to get control of the SLA fulfilment by Konica Minolta.

As well as the standard roll-out and replacement of existing devices, at the same time, Konica Minolta also realised a mailroom, a digitisation line and a CRD office. In addition, Konica Minolta set up a unified printing policy during the implementation process that describes the usage of each device, and supported CSA by training IT personnel and users regarding the new printing environment.

OPS Manage

Before the OPS implementation of Konica Minolta, CSA had a fleet of printing devices from different vendors. There was no functioning concept in place and no control over printing costs. Thanks to Konica Minolta's OPS solution, CSA received a print infrastructure that is serviced by one vendor and offers unified services. A short response time of four hours within business hours or the next business day and on-site support by a Konica Minolta technician in the CRD ensure an efficient printing environment. With ePRO and eCON services, CSA no longer takes care of the fleet, as the maintenance is done automatic. Thanks to the eCON web portal, the client can even control if the SLAs are met by Konica Minolta.

OPS Customer's comment

"Konica Minolta demonstrated that they are the right partner for us. During the OPS project, they arranged the transition from the old printing fleet to a new one in a very smooth way. Efficiency and reliability are the perfect expressions to describe Konica Minolta's style of partnership. We are happy to work with this partner as they not only manage our printing environment, but also provide software solutions for an efficient digitisation line", comments Mr. Fišer from CSA.