TCO CUT BY MORE THAN 70%

⬦ Credit insurance company, Denmark

KONICA MINOLTA

SUCCESS STORY
INSURANCE

Giving Shape to Ideas

Credit insurance company

Company profile

Konica Minolta's client is the world's leading credit insurer and has a 34.9% market share. Its more than 6,000 employees work in over 50 countries. Their goal is to develop customers' business in various industry sectors. The credit insurer offers a broad range of services for managing companies' accounts receivables through its primary activity of credit insurance. The company covers some 40 million businesses worldwide. Building on that, it supports businesses to grow in their home and export markets. The credit insurer provides its customers a financial solidity that ensures long-term support. In Denmark, Sweden, Norway and Finland, the company operates with more than 150 employees at one location in each country.

Credit insurance company ✎ Insurance ✎ Denmark

Customer's situation/challenge

Konica Minolta's customer has a monthly print volume of more than 160,500 printouts. An analysis conducted by Konica Minolta in late 2010 revealed that the credit insurer's Scandinavian unit had 66 devices in use with a mix of 28 models from nine different brands. The analysis included the assessment of electricity and carbon emissions related to the usage of printers and copiers. The proposal showed a potential for a reduction in electrical consumption of more than 30%. In addition, three tons of CO_2 per year could be saved.

Success summary

Instead of running 28 models from nine brands with different service offers and needs, the credit insurance company now works with five models from one brand, making it easier to handle consumables and drivers. Overall, Konica Minolta reduced the number of devices from 66 to 14. Furthermore, power consumption and CO_2 emissions were lowered significantly while monthly total cost of ownership (TCO) was cut by more than 70%.

OPS Consult

The first step toward optimising the customer's print environment began with an analysis and focused on reducing costs according to TCO calculations. Translated into everyday business, Konica Minolta examined all output devices in order to find out whether they were wasteful or operated at full capacity. The Consult phase also provided basic data for reducing paper consumption, electrical consumption and CO_2 emissions. Finally, Konica Minolta's thorough enquiries on the customer's needs were to ensure that new devices introduced during the OPS process meet in-house security and workflow requirements. To accurately collect and evaluate essential information, Konica Minolta used its OPS Fleet Consult Advanced tools, including the OPS floor plan and Green module.
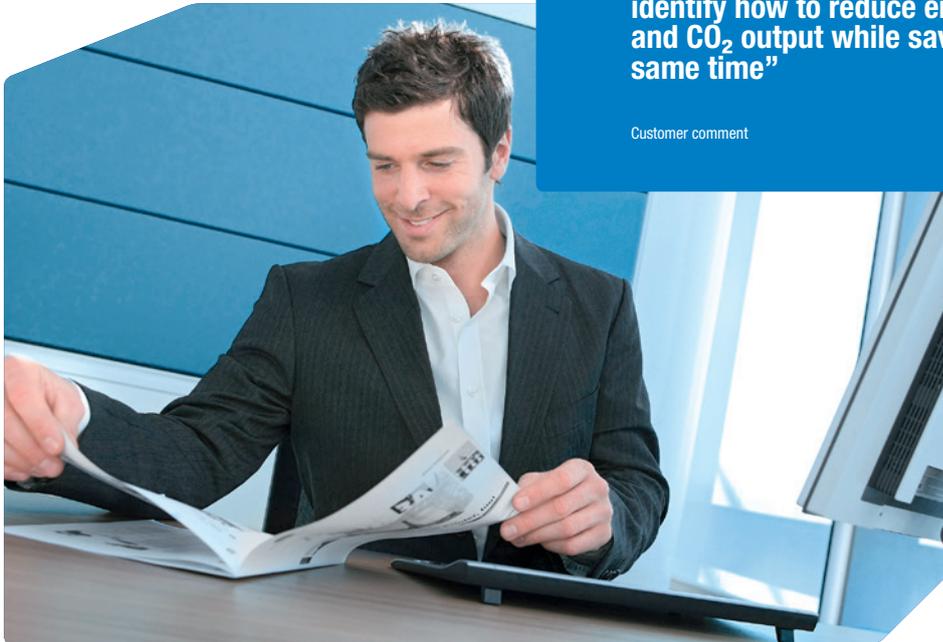
> "Thanks to Konica Minolta and its precise analysis of our environment, we were able to identify how to reduce energy consumption and CO_2 output while saving costs at the same time"
>
> Customer comment

OPS Implement

Building on the foundations of professional consulting and on the analysis of the customer's print fleet, the optimisation proposal consisted of a reduction from 66 to 14 output devices across the four locations of the credit insurer in Denmark, Sweden, Norway and Finland. Strategically, this means moving from a decentralised deployment with a lot of different printers to a centralised infrastructure with a focus on multifunctional peripherals (MFPs). As a result, Konica Minolta realised a clear proactive vision for optimised workflows and reduced consumption of energy and consumables at the customer.

OPS Manage

OPS Manage uses different indicators and meters to increase efficiency and improve support standards in the customer's output environment. At the credit insurance company, Konica Minolta reduced service response times and enhanced the support staff's performance with the implementation of the Konica Minolta OPS Manage service tool CS Remote Care. Along with achieving substantial cost effectiveness, this led to a higher level of customer satisfaction. All these indicators are now monitored quarterly in steering group meetings.

OPS Customer's comment

"Thanks to Konica Minolta and its precise analysis of our environment, we were able to identify how to reduce energy consumption and CO_2 output while saving costs at the same time," says Konica Minolta's customer. "Following this first step, Konica Minolta helped us to achieve the apparent potentials we had and led us as a partner to success with this challenging project."

OPS

With Optimized Print Services (OPS) we show you a path that is tailored precisely to your company's special requirements – to more efficient workflows, more data security, and lower costs. From meticulous analysis (Consult) through to joint implementation (Implement) and an individual service (Manage).

KONICA MINOLTA

Your Konica Minolta Business Solutions Partner: