

OKI Case Study

Industry: Public Sector

Solution: Managed Print Services

Location: Austria



Leonding's Invisible Helpers – Expert printing solutions for improved efficiency

The Challenge

Like any local government, the city of Leonding places great value on being able to support its citizens. For a busy governmental department to fulfil its duties while also remaining within budget and committed to the best environmental practices, it requires an efficient printing infrastructure throughout all of its facilities. Prior to working with OKI, however, the number of printers and photocopiers in use at Leonding Town Hall and its childcare facilities totalled a substantial 164 devices.

LEONDING

About the Customer

Offering a breath-taking view of the Alps, the Austrian city of Leonding has become an increasingly popular home for people working in nearby Linz. The city's motto, "life is beautiful here," rings true for the 27,000 inhabitants that the local government is responsible for. The 300 city employees must ensure that the growing population receives adequate service in everything from waste management and residents permits.

ACHIEVED
ANNUAL
SAVINGS OF
APPROXIMATELY

€11,000

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Martina Modl, Project Manager, Local Government Leonding



Leonding Town Hall, Austria

“In the past, we always just purchased the cheapest machines,” explained Martina Modl, Project Manager. “As a result, managing our consumables became uncontrollable. Despite our inventory amounting to €6,000, we found that the right toner for a specific item was not always in stock. Our IT department was also kept busy by repairing printers made by a number of manufacturers, placing further strain on personnel costs.”

Leonding represents a common scenario for a much needed print infrastructure analysis. Having such a large population means the local government must operate effectively; its 300 employees, 100 of which hold administrative roles, strive to achieve this. A significant number of documents are printed, copied, scanned and faxed at Leonding’s local government offices. However, when the administration department started to raise the question of whether the existing print infrastructure was cost-effective, the staff decided to take action.

The Solution

Leonding Town Hall had several key requirements in mind while looking for the right solution to its printing problems: cost savings, optimised workflow, reduced central warehousing for consumables, an easy-to-use online ordering system, a coherent system structure and the ability for service and repairs to be handled externally via a single point of contact.

In order to achieve these goals, Leonding Town Hall opted for a radical overhaul of its print infrastructure. Together with OKI specialists, a concept was developed that met their requirements while also considering any potential environmental impact. Leonding Town Hall decided to purchase 93 new OKI printers and multi-function devices (MFD) to replace their old printers.

When selecting the hardware, it was important to retain the full functionality range required by the town hall staff to process documents, including invoices, presentations, spreadsheets, posters for cultural events as well as fax and scan features, which were required by their childcare facilities. All requirements were taken into account and incorporated into the installation process.

The Benefits

Since adopting OKI’s Managed Print Solution, Leonding Town Hall has achieved the following benefits:

- Annual savings of approximately €11,000
- 27 centrally located MFPs, 21 of which are colour, that provide staff with a wide range of capabilities
- Monthly invoicing of consumables, with or without hardware
- Maintenance-free technology with guaranteed next day on-site service

“Our staff found the installation to be completely hassle-free,” Modl said. “We are pleased to be able to avoid unnecessary costs, improving efficiencies in both our city and the environment.”



OKI ES5430

The Future

After successfully adopting OKI’s MPS, Modl said she is pleased with the city of Leonding’s decision, and looks forward to seeing the additional benefits OKI’s solution will provide in the future.

OKI’s Smart Managed Print Services programme encompasses a range of tried and tested methods and tools to establish the current state of an organisation’s print related costs and processes before OKI creates a professional bespoke proposal to suit individual customer specific requirements. Our sales and engineering staff work closely with our key partners to offer Managed Print Solutions with maximum customer value.