

OKI Success Story: SUS A

Industry: Logistics | Products: Managed Print Services | Location: Perugia, Italy (HQ)

DRIVING SUS A'S LOGISTICS SERVICES WITH FAST, HIGH QUALITY PRINTING

The Challenge

SUS A's challenge was ensuring high levels of performance and efficiency in the printing of transport documents. Needless to say, these factors are crucial as they determine the quality and punctuality of deliveries; which are the two fundamental principles of the company's mission. The company decided on a centralised solution that would enable it to send consumables to each of its branches automatically. The chosen printer provider would be required to offer comprehensive and qualified assistance throughout Italy.

SUS A set up a suitable project management team to test the output quality of prospective multifunctional devices and ensure documents are always printed in the highest quality. The group would be responsible for ensuring the devices could be managed centrally in an intuitive manner and that the manufacturer could provide an attentive and efficient after-sales and logistics service.



About SUS A

SUS A S.p.A. is an internationally renowned provider of premium logistics. The company employs around 2,000 people and boasts over 50 regional offices. SUS A was founded in the post-war period, primarily to transport food between the regions of Umbria, Tuscany and Lazio. The company began expanding nationally in the 1960s, acquiring important clients in spare parts deliveries and logistics services, and has gone on to enjoy continuous growth.

PRINTING COSTS REDUCED BY
APPROXIMATELY

30%



The Solution

The implementation project was carried out in five main stages over a six-month period. Certified OKI Executive Series & Service Partner PCS Group began by accurately analysing SUSA's specific needs such as the types of print output required in its various offices across Italy, consequently identifying the OKI hardware and software solutions best suited to the requirements.

A centralised management software platform was then implemented at the company's headquarters in Perugia, with full training provided for SUSA's in-house IT team. Approximately 500 devices were then set up across the company's branch offices, including A3 and A4 colour multifunction printers and A4 mono printers. Further training was provided for the operating personnel in each branch.

The consumables delivery supply chain was then set up to provide automatic replenishment, ensuring SUSA's operations can continue uninterrupted while meeting the minimum thresholds required, allowing the company to save costs and avoid the build-up or accidental ordering of unrequired consumables stock. A dedicated support service was then established to support each branch in accordance with the client's standards and strict SLAs.



The Benefits

SUSA now benefits from standardisation across its business, unifying the printer fleet and processes, including the automated ordering of consumables. Implementing the PrintFleet management software platform has made the task of configuring company policies and detecting usage limits quickly and easily. It has also made it possible to react quickly to events and alerts issued by devices around the country.

OKI's range of products undoubtedly represents world-renowned excellence in terms of features, durability and printing performance and provides SUSA with enterprise-class robustness and performance. The system brings a new level of reliability to the company and complies fully with the critical needs and stringent requirements for use.

The company is now benefiting from lower costs and simpler administration. Leasing the devices allows SUSA's personnel to rest easy in the knowledge that they will not be stuck with obsolete equipment in the future as the contractual agreement is to replace printers at the end of their presumed service life. The predefined cost per page has resulted in considerable savings. It also makes it possible to track costs down to the number of prints, accurately and transparently, as well as maintaining one contractual relationship with a single contact person at the supplier. Initial estimates have indicated savings of around 30%.

“Having an OKI-certified partner on hand to offer advice at every stage of the project, from planning through to release, has significantly improved our efficiency by reducing our management responsibilities.”

Mr. Armando Tonnetti – IT Manager – SUSA SpA





A further benefit is the comprehensive support provided exclusively by certified official bodies. The support contract that is part of the cost per page agreement is unique in the world of enterprise printing as devices are repaired or faulty parts are replaced with 100% original components in extremely short, defined periods of time. It also ensures that the accompanying professional services are provided solely by certified personnel who belong to the chain of official OKI partners in their respective locations close to SUSA's various branches across Italy.

The Future

Based on SUSA's satisfaction with the service received, the company has already assessed the option of acquiring a second batch of OKI devices to replace the current multifunctional A3 machines that it procured previously and still uses today.

“The project to standardise our printers has allowed our business to significantly reduce our printing costs by about 30%.”

Mr. Armando Tonnetti – IT Manager – SUSA SpA

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