

## OKI Case Study

Industry: Retail | Solution: Managed Print Services | Location: Austria



## A smooth-running and multifunction solution for tyre specialist Thomas Plankenauer

### The Challenge

In order for the staff at the tyre specialist's 17 branches to be able to look after their customers' vehicles, the company's office procedures must run like clockwork. Almost a million pages are printed at Thomas Plankenauer every year. For this reason, the company has a specific requirement for cost-effective, intensive printing and product reliability. While tyres and wheel rims are sold, fitted, serviced and stored in the company's branches, small on-site offices handle all administrative tasks. These offices are responsible for printing delivery notes and invoices, scanning IDs and documentation and copying a wide range of items.



### About the customer

Tyre specialist, Thomas Plankenauer is a family business that has been growing for decades. Thomas Plankenauer began repairing bicycle tyres and rubber galoshes in 1926. Now, over 90 years later, his successors manage 17 Plankenauer branches alongside 15 Fastbox workshops. Thomas Plankenauer GmbH, has headquarters based in St. Veit an der Glan, Austria, and provides products and services to private customers, companies – either with or without a fleet – and resellers.

“All in all, the devices run smoothly. OKI’s printers are the right fit for our company. Whenever any questions came up during the project implementation phase, our supervisor coordinated everything centrally, both on an international level, as well as in conjunction with our regional service partner.”

Rudolf Fischer, Head of IT & Infrastructure, Thomas Plankenauer GmbH



Plankenauer, Graz branch

Rudolf Fischer is responsible for Plankenauer’s IT infrastructure: “We can of course manage data networks and servers centrally, but our multifunction devices are shared across our branches and must be available for our staff to use around the clock.”

In collaboration with OKI, a cost-saving solution was developed for Plankenauer. All 17 branches print up to 50,000 pages per year, so safeguarding its system against failure was the company’s top requirement. “Our printing system must be available at all times without long periods of disruption,” the IT manager explained. An additional requirement was that new toner must be automatically ordered and delivered when toner levels run low and need replacing.

## The Solution

OKI proposed a flat-rate plan that provided Plankenauer with a Managed Print Service over five years. The ES7170dn, an A4 mono MFP was selected for the company, a sturdy and economical printer with an excellent running performance and a high toner capacity. With its cabinet and second paper tray, the MFP transforms into a practical, free-standing device. Plankenauer decided to keep its old devices on-site as a back-up, intended only in case of emergencies. “OKI selected a service partner for us that provides excellent coverage of the southern region. Next-day service is included in our

agreement, provided that the problem can’t be solved remotely or over the phone,” Fischer explained.

Any consumables are of course replenished automatically. As soon as the MFP toner level drops below 10%, OKI ensures that a replacement toner is delivered.

## The Benefits

Rudolf Fischer is pleased with the new printing solution from OKI. “All in all, the devices run smoothly. OKI’s printers are the right fit for our company. Whenever any questions came up during the project implementation phase, our supervisor coordinated everything centrally, both on an international level, as well as in conjunction with our regional service partner. This was very helpful during the initial launch phase.”



Rudolf Fischer,  
Head of IT & Infrastructure,  
Thomas Plankenauer GmbH

## The Future

Plankenauer is confident it is receiving the best possible deal with its MPS programme over a five-year period. With new printers installed and a service agreement included, Plankenauer has better visibility of its stabilised costs, as well as peace of mind over the maintenance and daily use of its printer fleet.

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.

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