



PREMISE CASE STUDY

Easing the burden with managed print services

As a multi-disciplinary consultancy firm, Premise delivers high-quality project development services throughout NSW. Its services include civil, environmental and structural engineering and town planning, surveying and architecture.

AT A GLANCE

Architecture & Engineering

Multifunction printer

Canon iRC3530i

Canon iRC5540i x 3

Large format printer

Canon iPF785MFP

Canon iPF765MFP

Canon iP770MFP

Desktop printer

Canon LBP253 desktop printer

Software

Monitoring and preventative maintenance software, Canon's eMaintenance

Benefits

Increased device uptime

Eliminated management of print environment by Premise

Better control over and reduced cost of print environment

Challenges

The nature of Premise's business demands that the company create and share many thousands of plans and technical drawings each year. These drawings and plans are extremely detailed and drawn to scale.

Matthew Amies, System Administrator, Premise, said: "The level of detail on the plans is exceptional and even the width of the lines will convey certain information. These plans are then used to build real-life structures and infrastructure. If a line on the plan was a little blurry or unclear, that could translate into a significant error in the final project. It could then potentially cost thousands of dollars to fix and, in the worst-case scenario, result in safety issues. All because the line on the plan wasn't clear."

Previously, the burden of maintaining the printing equipment was handled in-house by Premise. This proved time consuming with staff responsible for ordering and replacing ink and toner, as well as organising for external technicians to fix the equipment or conduct routine maintenance.

Solution

When Premise decided to move to a managed print service, it investigated a number of providers and selected Inland Digital for its understanding of Premise's business challenges and the return on investment it offered.

"Inland Digital's managed print service was ideal for us, as it meant we didn't have the upfront capital expense that comes from purchasing a print fleet. We simply pay for what we print with consumables and servicing included. This allows us to better control and budget for our monthly print costs." said Amies.

Inland Digital's managed print service includes access to real-time reporting across all devices in one process. This has saved Premise a significant amount of administration time.



“Inland Digital consistently delivers a high-quality service. We love working with them because they know what we need, and they deliver it every time.”

Matthew Amies, System Administrator, Premise

“Previously, we didn’t have proactive servicing, which wasn’t ideal as we are reliant on printing for our livelihood. Inland Digital’s managed print service means we can now focus on what we do best.”

Moving to a managed print service

In addition to reporting, Inland Digital has removed the burden of managing the print fleet. Amies said, “Inland Digital manages and services our equipment, including supplying all of our hardware and consumables like toner, as well as providing a monitoring and preventative maintenance service. This means that, in addition to regular maintenance, they are also aware of any problems with the equipment before we even know about it.”

Inland Digital achieves this by networking each of the devices so that they can communicate with each other and back to Inland Digital. This means that, if the toner is low, for example, Inland Digital is notified so that they can deliver the new toner before the old one runs out. This eliminates the downtime previously experienced by Premise when toner would run out and then need to be replaced after the fact.

Similarly, if the machine needs a new part or other repairs, Inland Digital knows about it immediately and can dispatch a technician to fix the problem as quickly as possible.

Results

“Being able to count on Inland Digital removes a massive burden from our shoulders. It also makes for better efficiency through increased printer uptime. And it frees up my time so that I can do more valuable and strategic work rather than keeping an eye on the printers.

“Working with Inland Digital gives us peace of mind that when we need to print something it will print quickly and accurately without delay. There was an occasion when we needed to print 500 pages of plans for a meeting with a large architectural customer. The wide format device we needed to use stopped working. Inland Digital identified the problem quickly, but the fix required a part that wasn’t

immediately available. Inland Digital went the extra mile to make sure we got everything printed in time for the meeting by getting us to send the plans to them. They then printed them and delivered the plans back to our office, so we got the job done right on time.

“There have been times when Inland Digital technicians have arrived to fix a particular problem before our staff even realised there was a problem. This is a huge benefit for us since it reduces the amount of disruptive downtime caused when a printer goes offline.” said Amies.

Adding value now and into the future

Inland Digital partners with Premise to ensure its equipment and infrastructure support the business into the future.

“We don’t have a specific upgrade cycle. Instead, our decisions are based on company needs as we grow and develop. Inland Digital knows our business well and provides us with recommendations to improve our operations today and into the future. The last time we made a change it yielded new, faster printers and a good cost saving, so we were very happy.”

Today, Premise has offices in three locations in Orange, Oran Park and Dubbo, so improving collaboration between sites and driving productivity are key priorities for the business.

“To enhance our staff collaboration, we are looking to incorporate smart boards and video conferencing technology into our IT environment, as well as enhancing our digitisation process and document management system to improve productivity.

“Inland Digital consistently delivers a high-quality service. We love working with them because they know what we need, and they deliver it every time.” concluded Amies.