



TRANSFORMING THE WAY VERTO DO BUSINESS

VERTO is an award winning, not-for-profit organisation assisting businesses and individuals with all their apprenticeship, employment and training needs. VERTO's expertise covers a range of areas, including Aboriginal services, Australian apprenticeships services, disability services, employment services and vocational training to help businesses, individuals and local industry to thrive. "Our mission is to positively impact the lives of individuals and communities, and we've built a track record of exemplary customer service over 35 years, built around an ethical approach," says Ron Maxwell, CEO, VERTO. Starting out as a regional evening college, VERTO has experienced significant growth, now offering services beyond the Central West region to stretch as far as Tweed Heads, Broken Hill and Albury.

AT A GLANCE

Architecture & Engineering

Inland products used:

34 imageRUNNER Advanced series A4 & A3 devices

Customised Nuance software for auto indexing

Benefits

Reduced the need for staff to manage the print fleet by automating the toner, servicing & billing

Created efficiency & accuracy with a scanning and document management solution

Challenges

With over 220 staff spread across 40 locations, having the right technology is crucial to ensure that VERTO delivers results for its clients.

Having physical documents on-hand and being able to access documents from the backend system efficiently is important to ensure the organisation runs smoothly. VERTO wanted to minimise printer downtime and inefficiencies around document access and storage.

"I want our team focused on the job at hand, with the right technology behind them to help them deliver the best outcome possible.

"Our print fleet is key to our business. We needed a partner that could manage the whole process for us; being a not-for-profit, we need to maximise our resources internally. We also wanted to work with someone that wouldn't just dump technology on us and leave; we needed a true partnership. Key to that was the ability to provide more than the technology itself, a true managed print service that freed up our staff to concentrate on our core business," says Ron.

“Inland Digital took the time to really understand our specific requirements and then built a service that took the management of our print technology off our hands.”

Ron Maxwell, CEO, VERTO



Solution

By implementing a range of software tools that automated the entire print solution from start to finish, Inland Digital was able to ensure that VERTO staff no longer needed to be involved in ordering toner, booking service calls or billing.

“Everything is completely automated, so we know that our print technology will always be operational when we need it most,” says Ron.

In addition to the print side, a number of VERTO’s business units are looking at additional technology around document management. “We are working with Inland Digital to find new ways of improving how we store and use our information internally. For example, to start this process, Inland Digital helped us improve the way we scan our documents into our backend systems, making it easier to retrieve information when we need it.”

Results

“Working with Inland Digital means our business is always using the latest technology. Our print costs have stayed low despite our business growing, and we’ve never had a challenge with our printer fleet; it’s been incredibly smooth. Billing is clear and straightforward, and Inland Digital has made it easy for us to understand exactly what we’re being charged for. There’s little to no impact on our staff; we really have a true outsourced, managed service.

“Inland Digital has partnered with our organisation for many years now. Over this time, our relationship has evolved, and we have a true service-based solution. We are also seeing real benefits from Inland Digital’s understanding of our organisation and what we need. As we go forward, we’re excited about what other solutions, beyond a managed print service, we can implement and how they will help our organisation.

“I would recommend anyone looking for a business technology solution discuss their requirements with Inland Digital. For VERTO, it has truly transformed the way we do business,” concludes Ron.

