



LG, Life's Good

LG is a global leader and technology innovator in consumer electronics, home appliances and mobile communications. Its slogan "LG, Life's Good" reinforces the company's vision – to create products that enrich lives through break through innovation and give consumers more personal time.

LG has over 550 employees spread across Australia and New Zealand; its head office is in Sydney and has regional offices in Adelaide, Brisbane, Melbourne, Townsville, Perth and Auckland.

With the responsibility for managing the print environment resting with its IT department, LG wanted to engage a print and document management vendor that could provide strong account management and help reduce its printing costs.

Issue

As LG's print fleet was ageing, the level of management required to ensure the devices were up and running was significant and with an IT team of four, they didn't have time to deal with the high level of maintenance that was required.

“Under our previous contract, we were paying for each time a service technician was called out and this was a significant cost to the business. To minimise costs we were checking if we could fix each problem ourselves before we called a service technician.”

- Arthur Jun, Senior Systems Analyst, LG.

At a glance

Company

LG
www.lg.com.au

Industry

Consumer electronics

Canon products used

imageRUNNER C3080 & C5185, uniFLOW, eMaintenance

Benefits

Canon's solution saved costs
Consolidated print environment from 91 to 47 devices
IT department re-directed back to core roles



LG's previous solution included a variety of machines from a number of vendors. With 20 photocopiers and multifunction devices (MFD), 44 desktop printers and 27 fax machines, managing the consumables and servicing of the machines was extremely time consuming.

“With our original fleet, downtime was an issue. Parts frequently needed to be replaced and we constantly found ourselves having to re-direct faxes from machines that had gone down.”

With piles of uncollected paper left next to each printer and no reporting tools, it was impossible to track who was printing what and therefore no way of introducing any accountability to departments or individuals for unnecessary or excessive printing.

LG therefore decided to investigate what other vendors could provide to reduce the cost of its print environment as well as take the pressure of managing the print environment off LG's IT team.

Implementation

LG approached a number of vendors, including Canon, with the objective of reducing cost and decreasing time spent internally managing its print environment.

Canon conducted an analysis of LG's print environment, which enabled the company to get an insight into how documents move around the organisation and also understand who is printing what, when and how much it is costing LG.

Once selected, Canon undertook its first recommendation - to consolidate LG's print fleet. As the cost of running a large, diverse and fairly old print fleet was significant, Canon reduced the total number of devices from 91 devices to 47 devices (break down of 20 to 25 MFDs, 27 to 1 Fax and 44 to 21 Network printers).

By reducing the number of machines, fleet management significantly improved. With only one vendor supplying and managing the print fleet LG was able to streamline consumable purchasing and significantly reduce the energy costs by replacing faxes, photocopiers, MFDs and desktop printers with Canon's imageRUNNER C3080 and C5185 MFDs.

From the outset of the project, LG wanted an insight into its print output to help it take control of its printing costs.

“Without being able to see what staff were printing it was impossible to keep track of what the print environment was costing us, let alone try and drive down costs.”

Canon introduced uniFLOW statistics and Secure/Follow Me print, which gave LG an accurate view of its printing costs. By installing card readers on all MFDs and enforcing staff to swipe their existing security ID card at the printer before a print job can be released, Canon was able to track print usage and attribute costs to the correct business unit. The software can also highlight the cost of colour printing to LG's staff.

With more and more staff sharing printers LG needed to consider the implications for employees who print confidential documents. So as part of the implementation Canon incorporated uniFLOW to ensure the security of its confidential print outs.

“Secure printing provided us with the confidence we needed to move employees who print confidential information to group printers, as jobs are only released when the authorised person is present. uniFLOW also cancels unclaimed print jobs after 48 hours, significantly reducing the amount of toner and paper wasted from unwanted print outs.”



uniFLOW doesn't just help organisations secure and track their print environment, it can significantly reduce the amount of paper wasted through unwanted print outs. "We constantly had a pile of unclaimed print jobs next to each printer, which would end up in the recycling bin at the end of the day," said Arthur.

"With employees now having to swipe their cards in order for their print jobs to be released, we have dramatically reduced our total paper wastage by eliminating employees printing unwanted or unnecessary documents," continued Arthur.

One of the main concerns with LG's previous solution was the absence of account management and the impact that had on its IT department. As part of Canon's account management services it implemented eMaintenance, Canon's proactive remote management software. This dramatically decreased the time LG's IT department needed to spend monitoring and maintaining the machines.

For example, eMaintenance's eConsumables service sends automatic updates to Canon when LG's toner is running low. This ensures that LG does not have to order its own toner and it is never in danger of running out. The eMaintenance system also alerts Canon to any issues or potential issues with a printer through the eMonitoring module. Once this is received Canon will attempt to fix the machine either remotely or send a service technician to fix straight away.

"Since introducing Canon's eMaintenance software, looking after our machines hasn't been a problem. The process for maintenance and ordering of consumables is automated and this frees up employee's time to work on more important matters," said Arthur.

Results

“Canon's solution not only freed up the IT department's time, but is projected to save LG costs in rental and consumables and service calls.”

By introducing print usage reports the company is able to accurately see how much it prints and what it is costing the organisation. This new visibility has highlighted LG's staff printing habits and opened its eyes to new ways of reducing the amount that is being printed and therefore reducing cost and the company's environmental footprint.

As a result, LG is now looking to extend its uniFLOW software to include rules and routing. This functionality will set all MFDs to black and white and duplex as a default for selected application such as email, dramatically decreasing the amount of paper consumed as well as the cost per page. To improve efficiency, print jobs will be automatically routed to the most efficient devices – or instantly re-routed when there is an issue with a printer, improving productivity and ensuring that the most cost effective option for the printer is being used.

For more information on Canon's business solutions visit www.canon.com.au/en-AU/Business

Canon