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making it easy

ASIC ACHIEVES **COST REDUCTION**
WITH STRATEGY & PRECISION

ASIC, the Australian Securities and Investments Commission, is a government agency with more than 1600 staff and often referred to as "the corporate watchdog".

In 2012, the Agency began taking steps to better manage its print processes, and in doing so, become more efficient, more accountable and environmentally conscious.

ASIC's David Hunt, Manager – Regional Support and Data Centres, tells the story.

SETTING THE SCENE

At ASIC we have an extremely broad brief – it's our job to regulate companies, markets, banks, and people who deal with investments, superannuation, and taking deposits or credit.

In 2012, we conducted a survey that revealed the need to improve our printing related customer services. There were many factors involved in the issues we had with printing. Our large mailroom and call centre in Traralgon was a particular challenge. There were major issues with how bulk paper was delivered and handled and the fine powder used between each sheet often caused havoc with the printers. When a jam occurred, the entire job had to start again, which was a huge waste of time and paper.

We also had a large printer fleet (182 devices) in other ASIC offices, including many which were stand alone or black and white. Quite a few were past their useful life and others were no longer used. It really was an ideal time to look at our whole print environment.

We'd not previously purchased our printing equipment with a whole-of-organisation strategy, which meant we were probably spending more than we needed to. Print wasn't viewed as a big expense, but with no easy way to measure or monitor usage, we weren't aware of the savings we could make. We quickly realised there were savings to be made by reducing our number of devices and print volumes.

WHAT WE ACHIEVED

Working with Canon, we reduced our overall number of printers from 182 to 120, replacing old hardware with multifunction devices (MFDs) capable of scanning and configured with stapling and booklet production finishing capabilities.

Document scanning means our staff can quickly and easily search and archive scanned documents; saving time and money. This also drives down print volumes which is often where you'll find the best savings.

To monitor and manage costs, all our printers and MFDs now have Canon's uniFLOW print management system. This allows people to use "follow-me" print, which alleviates unnecessary printing and encourages printing in black and white rather than colour. Colour usage

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– David Hunt
Manager, Regional Support and
Data Centres, ASIC

has reduced by 45%, which has contributed greatly to reducing our total cost of printing. We can now tailor the system to suit our exact needs.

We've really come along in leaps and bounds. We worked with Canon to produce quarterly printer activity reports that are incredibly useful. They're a six page summary of each department's printing habits, even breaking it down to show the outlay per page, colour vs. black and white costs, and so on. We now produce them for our senior managers and commissioners. They just love them because they can see the positive effect our new print environment is having on changing people's 'print attitude' and how we're helping the environment at the same time.

Thinking ahead, we're now in a position to consider a move to enterprise-wide scanning - an electronic data management system - which large businesses typically set up to store all corporate documents. This type of library is fast, secure and saves the huge amounts of time that employees would otherwise spend searching for specific documents. Now all the hardware is in place, we're good to go. It'll have even more reporting capability as well as enjoying all the benefits of a great productivity tool.

Working with Canon has been easy. They're really responsive and their support structure is really sound. We've got an account manager for sales and new directions, a client service manager for day-to-day needs, such as device or office moves, and a full time onsite co-ordinator for technical help and training. It's just fantastic.

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