

Follow-You Printing boosts document security and convenience for global manufacturing firm, gaining 15% cost savings.

Challenge

- Document printing was not secure and Amcor employees were dissatisfied with the existing printing and copying process

Solution

- Lanier multifunction devices (MFDs) and Equitrac Office® with Follow-You Printing®

Results

- Reduction of printing expenses by 15%; print drivers reduced by 75%
- Increased efficiencies and improved employee productivity
- Reduction in printer-related help desk calls; less maintenance required

Challenge

Amcor, one of the world's leading global packaging companies, was mired with an inefficient printing and copying process. Employees would print to a copier, only to find lines at the device, that it was out of paper or low on toner, or that their print job was missing. The inconvenience was a source of user dissatisfaction and a drain to employee productivity. In addition there was no document security in place for documents. Unclaimed or lost print jobs piled up for hours and even days, unsecured in printer output trays.

“The Equitrac embedded solution, working with our Lanier devices, is simple, clean and easy-to-use.”

Ana Peso,
Corporate Services Office Manager
Amcors Manufacturing, Australia

To combat these problems, Amcor approached Lanier, a Ricoh company, to assess their print environment and to recommend a print management solution that would improve workflow, increase document security and convenience for users. In addition to addressing these challenges, five Amcor offices throughout Australia were “going green” and were looking for ways to save money through the elimination of costly desktop printers.

Amcors Lanier representative suggested Equitrac Office® print management software with Follow-You Printing®. Ana Peso, Office Manager, immediately recognized from a demonstration that her office would see significant productivity gains, including reduced workload on IT staff.

Peso rolled out Equitrac to all its divisional offices in Australia. The Lanier fleet was equipped with proximity card readers to enable user authentication with their ID badges. With Follow-You Printing, pre-printed documents are held in a virtual queue until the user authenticates and releases the job.

Amcors employees are now able to choose the appropriate queue, walk to the device of their choice, swipe their employee ID badge, and retrieve their print job. Unclaimed jobs are no longer printed, protecting corporate information and reducing print waste.

A recent analysis of copy and print trends showed that Amcor experienced significant cost savings of more than 15% of their total print expenses. Since implementation, Amcor has also been able to reduce their print drivers and physical printers from 26 down to eight, as part of a consolidation made possible by a more convenient printing process.

From an IT perspective, since Equitrac Office resides on the MFP, there is no additional hardware to manage. And the solution has reduced printer-related help desk calls since a user can simply go to another printer if toner is low or there is a line at the copier.

Today, Amcor employees are more productive, making better use of their time that was once wasted on print queues.

“Our staff loves the added convenience”

Ana Peso,
Corporate Services Office Manager
Amcors Manufacturing, Australia

And with fewer unclaimed print jobs, print volumes have been reduced, meaning less paper, ink and toner expenses—creating a more sustainable or “green” business.

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