

OKI success story – Rhön Maintal Group Water Supply Association

Industry: Public administration | Solution: Managed Print Services | Location: Germany



Rhön Maintal Group cuts printing costs by 50% with OKI

The challenge

The Rhön Maintal Group has expanded greatly since it was founded in 1936, and the same is also true for its IT landscape. One of the outcomes of this process was a heterogeneous printer environment which had become confusing over the years. With a current total of 60 employees, it represented a significant stumbling block for day-to-day workflows. This proliferation of printers was also a thorn in the side of the IT Department, for cost-related reasons. "The procurement costs for the various inks and toners were very



About the customer

The "Zweckverband zur Wasserversorgung der Rhön-Maintal-Gruppe" [Rhön Maintal Group Water Supply Association] was founded in 1936 and is one of the oldest water supply associations in Bavaria. Today it operates in 76 municipalities, guaranteeing a secure supply of optimum-quality drinking water to almost 90,000 residents. The Rhön Maintal Group invests continuously in the development of adequate water resources, compliance with high water quality requirements and construction of a high-performance supply network.

PRINT COSTS REDUCED BY

50%



high because we were using printers from several different manufacturers", recalls Bernhard Schmitt, Head of Procurement, Materials Management and System Support. "High costs were also incurred because of the differing procurement processes and high stock levels of unused consumables."

The approach

With the aim of achieving a more efficient workflow and lower printing costs, in 2013 the Rhön Maintal Group decided to revamp its printing processes. After the IT Department had gained an initial idea of the various solutions available on the market, OKI won the contract with an offer for a tailor-made comprehensive concept. More specifically, the printer manufacturer offered a personalised all-inclusive concept including not only the printers themselves, but also consumables such as toners. "Our choice of OKI was influenced firstly by the superb price/performance ratio", recalls Schmitt.

"We were also impressed by the fact that the concept was tailored so accurately to our needs, and by the professional level of service." Working together with the Rhön Maintal Group and Bürocenter Langer, the OKI team carried out a comprehensive on-site analysis of the current printer environment over a period of nine months, including a detailed and transparent analysis of costs and needs. The outcome of this analysis was an efficient optimisation concept outlining the replacement of the heterogeneous landscape with standardised OKI printers.

Due to the professional implementation at first rollout and the positive experience with OKI's printers, it was clear that the Rhön Maintal Group wanted to expand the trusting cooperation with OKI when the contract ended in 2017. "The uniform and extremely user-friendly operation of the printers was a particularly welcome surprise for us. Handling day-to-day print workflows is much simpler than it used to be", highlights Schmitt. Another reason why OKI was

"A concept which was tailored exactly to our needs and a professional level of service meant that our choice was an obvious one."

Bernhard Schmitt, Head of Procurement, Materials Management and System Support at the Rhön Maintal Group

The benefits at a glance

- Tailor-made MPS concept and cost savings of 50%
- Optimised IT administration and procurement workflows
- Transparent print costs
- Improved document management

awarded the contract was the impressive level of service it could provide via its partner, Bürocenter Langer. The Rhön Maintal Group therefore had every reason to agree to an extension of the contract. At the same time, it benefitted from the replacement of all of its hardware with printers that were even faster and easier to use. In addition to the solutions that were already in place, the Rhön Maintal Group decided to also procure A3 multifunction printers (MFPs). "We mainly use the copying and scanning features offered by these printers for our architects' large A3 plans or sketches of water connections", explains Schmitt.

The solution

In addition to the new A3 MFPs, the Rhön Maintal Group works with with A4 mono MFPs, A4 colour MFPs as well with A4 mono and color printers. "We use the mono printers to handle all our order management processes, invoices and reminders", says Schmitt. The colour printers are in turn mainly used for what Schmitt refers

to as "production". "This includes photographic prints, for example of domestic connections, CAD drawings and architectural sketches."

The benefits

Thanks to OKI's solution and an all-inclusive concept which includes toner, the Rhön Maintal Group has cut its printing costs by no less than 50%. "We can now handle our very high print and copy volumes at a much lower cost, and the investment has paid for itself in full within two years", says Schmitt. "IT administration and procurement workflows have improved enormously, and we now have a much more transparent overview of print costs and volumes." The IT manager is a particular fan of the automatic order function. "When a toner is getting low, the printer automatically sends a request to OKI, which triggers a new delivery. The previous process was nowhere near as straightforward", recalls Schmitt. "It often took an expensive mistake for us to notice that we needed new toner. Another huge

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Head of Procurement, Materials Management and System Support at the Rhön Maintal Group



advantage of the new printer is that it allows us to save time and money on storing consumables", explains Schmitt.

Operation of the devices is even easier following the second roll-out. The large and clear display is particularly popular with users. "All the document management processes can be controlled very simply and easily using this display, without having to click through endless sub-menus." The Rhön Maintal Group makes particularly heavy use of the scanning function for archiving and emailing documents. "Scanning and archiving previously involved a great deal

more work. Now it only takes two taps on the display to complete both of these procedures – saving us a lot of time."

A glance into the future

Schmitt believes that the Rhön Maintal Group may well expand its cooperation with OKI in future and work together on joint projects. Next in the pipeline is an increase in the pool of printers in the office area. Additional new devices will ensure that the Rhön Maintal Group can continue to handle its workload in this continuously growing field with ease.

The pictures shown are for illustrative purposes only and come from image archives. They do not reflect the company's products or services.

Smart Managed Print Services from OKI is a series of practice-oriented analyses and methods by means of which OKI can check and determine a company's print-related costs and processes. OKI then analyses the customer's needs and requirements and creates an offer which is tailored to the individual customer. The employees in our Sales and Development Departments work closely together with key partners to ensure that our customers benefit to the fullest extent possible from our Managed Print Services.

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