

YSOFT SAFEQ® CASE STUDY

A LOCAL
IMPLEMENTATION
OF A GLOBAL PRINT
MANAGEMENT DECISION



BOEHRINGER INGELHEIM IMPROVES DOCUMENT SECURITY WITH Y SOFT AND KONICA MINOLTA

Boehringer Ingelheim is a global, research-driven pharmaceutical company founded in 1885 in Germany. The family-owned company makes innovative medicines for people and animals. It's one of the pharmaceutical industry's top 20 companies, employing almost 50,000 people around the world.



THE CHALLENGE

Boehringer Ingelheim (BI) is a healthcare-focused organisation that is subject to stringent security and privacy requirements. It needs to keep all documents secure. However, this proved difficult when it came to printed documents, since an uncollected document could sit on the printer and be picked up by anyone in the organisation.

When the business's global headquarters in Germany decided to upgrade its multifunction devices, it therefore also chose to implement a print management solution. BI chose YSoft SafeQ delivered by Konica Minolta. This global decision was then rolled out to the company's offices around the world, including Australia's 230 users.

Mary Coogan, facilities manager, Boehringer Ingelheim Australia, said, "A decision made at the global level can be risky for local offices because there is no existing



relationship with the provider. The Australian team was therefore sceptical about how the decision would play out but there was no need to worry; the solution is excellent and the team at Konica Minolta is supportive so we know we're in good hands."

THE SOLUTION

Konica Minolta reviewed BI Australia's printing requirements and recommended reducing the number of MFDs from 17 to 11. Using the pull printing functionality in YSoft SafeQ, the business absorbed the reduction in printers without experiencing any loss of performance.

Mary Coogan said, "People were understandably apprehensive about reducing the number of MFDs because they were comfortable with the status quo. However, the Konica Minolta machines were faster and more up to date, and people learned quickly that they could more than cope with the reduced number of MFDs. With YSoft SafeQ's pull printing function, people can collect their documents from whatever printer is closest rather than having to print to a specific device. With that in mind, people adjusted to the lower number of MFDs without a problem."

The YSoft SafeQ system offers comprehensive reporting that allocates costs to the appropriate departments within BI, letting the business account for printing expenses more accurately.

RESULTS

The YSoft SafeQ solution has reduced the cost of consumables through the pull printing functionality, which only prints out pages once the user has released them. If the user forgets to retrieve their printouts, the system deletes them so there is far less wasted paper. Sensitive documents no longer sit on the printer waiting to be picked up by a user who may have forgotten about them.

Mary Coogan said, "With the Y Soft solution, we're not having to do much recycling and we've reduced the print amount by as much as 90 percent. We're ordering less paper. And, because the printers send an alert when toner is low, a new toner is automatically delivered, so we don't run out."

BI can also run monthly reports on printer use and allocate costs to appropriate departments.

Mary Coogan said, "The reporting feature offered by YSoft SafeQ is excellent and it means that each department pays its share of printing costs. One of the most useful features is the print counts on each machine. The reports show us how much each machine is being used. If there's one that isn't being particularly well used, we can move it to a different area to take the burden off another device that is being heavily used. This distributes the load more evenly, which can reduce wear and tear on the devices that are being used more."

The support provided by Konica Minolta has been impressive, with team members going out of their way to be helpful. Marty Coogan and Allanah Meincke, Office Services Assistant, said, "Konica Minolta is the most helpful team we've come across in a long time. The team demonstrates a strong commitment to this partnership and they are all passionate, educated, and informed about how to help us get the most out of our machines.

"Boehringer Ingelheim head office has just renewed its global contract with Konica Minolta and we think it's a great decision."

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– Mary Coogan
Facilities manager,
Boehringer Ingelheim Australia