YSOFT SAFEQ™ CASE STUDY

AT A GLANCE

Rawson Homes
Industry: Construction
Location: Metropolitan Sydney and regional NSW

Overview

Challenge
- Inefficieinces in the printing network, costing time and money
- Little visibility of the print network, compromising productivity and security

Solution
- A fleet of over 40 Konica Minolta C225E, C4540, and C300 multifunction devices
- YSoft SafeQ print management suite

Client Benefits
- Greater insight, efficiency, and productivity
- Cost savings
- Greater availability of print services
- Less wastage of consumables
- Support for Rawson Homes' rapid expansion
- Greater security capabilities

RAWSON HOMES

CUSTOMER PROFILE

Rawson Homes is a home construction company that services the New South Wales (NSW) regions of Sydney, the South Coast, Newcastle, Hunter, and the Central West, and Canberra in the Australian Capital Territory (ACT).

Rawson Homes was founded in 1978 by the three Rawson brothers: Mark, Peter, and Lawrie.

Nearly four decades after its founding, with the three brothers still at the helm, Rawson Homes has grown significantly. It is now ranked as one of the top 500 companies in NSW, is expanding at an unprecedented rate, and is on course to become a $300 million business.

CHALLENGE

Rawson Homes has a central office in the Sydney suburb of Rhodes, as well as additional offices and an expanding footprint of display homes around NSW and ACT, some of them in regional areas.

Legally, the company needs to be able to print contractual documents and other materials to sell homes from its extended footprint of offices and display homes. Yet the fleet of more than 40 printers it had throughout the state-wide network were unmanaged and often unreliable. This prevented Rawson Homes from gaining the oversight and control needed to control costs, manage documents and reduce wastage.

Donal Hurley, system administrator, Rawson Homes, said, *"The existing set-up of our printing infrastructure offered us little visibility. Not only were we spending more managing our print fleet than we should have, our printing activities as a whole were inefficient, expensive, and unreliable."*

"The lack of control we had over our printing environment, which wasn't being centrally managed, meant that we had no idea who was printing what or where documents were being printed. We also had no way of properly securing sensitive legal documents, which play a very important role in what we do."

SOLUTION

After a competitive tender process for a print management solution, Rawson Homes identified Konica Minolta as the print solution provider that could meet all of its print management needs while providing value for money.

Konica Minolta supplied Rawson Homes with a turnkey print management architecture consisting of more than 40 Konica Minolta multifunction devices, coupled with YSoft SafeQ suite of intelligent enterprise print, copy, and scan management technology. As a scalable and feature-rich print management solution, the YSoft SafeQ solution offered Rawson Homes the ability to centrally manage its entire print infrastructure. The system lets Rawson Homes track print jobs, report on printer usage and status, and helps control print rules for different users.

The YSoft SafeQ Suite's ingle, web-based administrator interface and customizable dashboard has given Rawson Homes the ability to easily take charge of the entire print fleet, make sure there is little or no wastage. Additionally, users benefit from secure printing, as print jobs are printed on demand with the swipe of a card, and no longer left unattended, where they may be forgotten or fall into the wrong hands.

> With our new Konica Minolta print infrastructure, we now pay less per print, with less wastage, and far less time spent troubleshooting problems, saving the IT department valuable resources. The new solutions have provided the company with a dynamic managed network that can support our rapid expansion.
>
> **— Donal Hurley**
> System Administrator
> Rawson Homes

Most importantly for Rawson Homes, the YSoft SafeQ Suite, in combination with the new fleet of multifunction devices, helps to keep print costs in check while ensuring access to working printers from anywhere in the company's network.

CLIENT BENEFITS

Konica Minolta's hardware and software solutions taken on by Rawson Homes have given the company control of its printing environment across the entire organization, with tailored workflows that enhance business efficiencies. Among the most important benefits is the ease of use the new print management network offers staff.

The equipment and solutions provided by Konica Minolta have helped increase the company's visibility of its entire fleet of multifunction devices across geographically disparate offices and display homes. The company can now view the status of each machine that is connected to the network, and access full reports on staff printing volumes and activity.

Konica Minolta's managed print solution has helped to reduce Rawson Homes' print volume. So-called 'orphan prints' not picked up by the staff members who printed them, have declined by over 20 per cent, providing greater document security, and saving Rawson money while increasing the return on investment of its printing infrastructure.

Donal Hurley said, *"With our new Konica Minolta print infrastructure, we now pay less per print, with less wastage, and far less time spent troubleshooting problems, saving the IT department valuable resources. The new solutions have provided the company with a dynamic managed network that can support our rapid expansion."*

The print, copy, and scan management capabilities of the YSoft SafeQ technology suite has helped Rawson Homes gain greater document security, thanks to its card-based authentication system and a full audit trail for every scan or print by each user.

The YSoft SafeQ suite has also delivered cost savings with its rule-based printing capabilities, and print roaming features, where ordered prints will be held in a digital queue until the person who ordered them authorizes the printing of the hard copies.

Together, Konica Minolta's hardware and software solutions have given Rawson Homes a starting point with which to initiate the first stage of a digital business transformation project to convert hardcopy documents to electronic documents for archiving purposes.