



Y-SOFT **SAFEQ**®

# CASE STUDY

## SANTOS TAKES CONTROL AND CUTS COSTS WITH YSOFT SAFEQ

**Santos**  
We have the energy.

Seeking a highly capable supplier with first class service, transparent and flexible pricing, Santos chooses Y Soft to support its metro and remote locations.

### CUSTOMER PROFILE

An Australian energy pioneer since 1954, Santos is one of the leading independent oil and gas producers in the Asia-Pacific region, supplying the energy needs of homes, businesses and major industries across Australia and Asia. Underpinned by a portfolio of high quality liquefied natural gas (LNG), pipeline gas, and oil assets, Santos seeks to deliver long-term value to shareholders and become a low-cost, reliable and high-performance business.

### THE CHALLENGE

In October 2014, Santos carried out a market benchmarking exercise and engaged the printing market by inviting suppliers to participate in a tender activity. It was apparent from benchmarking activity that the market was mature and highly competitive with suppliers prepared to work with customers to address their needs. Santos wanted to work with a proven, highly capable

supplier who could deliver a first class service with transparent and flexible pricing to support its dynamic business across both metro and remote field locations.

Santos needed to account for the significant growth the company had experienced and required flexibility for its dynamic environment, which included remote sites.

Further, Santos had previously standardized printer models for ease of maintenance, so all city center buildings installed large capacity devices regardless of their print volumes. As a consequence, there was a number of high-performance printers in the organization that were being under-utilized, resulting in unnecessary costs.

## THE SOLUTION

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Following a thorough tender process that involved potential suppliers inviting Santos to meet their existing customers and participating in user trials in the Adelaide offices, Santos was delighted to award a Y Soft certified partner the contract to provide multifunction devices and printers, as well as the software required to manage printing organization-wide.

Santos' environment had undergone a number of changes to suit its business needs. At the time of the new contract, it had locations in three capital cities, four field sites and more than 30 remote sites. The business required 218 printers altogether, including multifunction devices with speeds ranging from 22 pages per minute to 65 pages per minute.

The Y Soft partner' recommendations were based on a 'right size' approach that would meet the needs of all users avoiding costly excess capacity. This approach was based on a clear understanding of which users needed to do the most printing.

Santos had planned to stay with the same print management software, however on the Y Soft partner' recommendation, the company chose to implement Y Soft. Previously, Santos was unable to implement print management in regional areas due to complexity and cost, but, with Y Soft it was able to implement full functionality across the Cooper Basin, Roma regions and other regional sites.

The solution also included an ABBYY Conversion Server. Y Soft collaborated with ABBYY and tailored the solution to give Santos automatic scan to user Home Drive (H:), as well as other OCR conversions such as scan to Microsoft Word, Excel and text searchable PDF.



## AT A GLANCE

### Challenge

- New printer fleet
- New print management contract required
- Find cost savings
- Increase efficiency and sustainability

### Solution

- 234 MFDs and printers
- YSoft SAFEQ print management solution
- ABBYY Conversion Server

### Client benefits

- Reduction in monthly printing bill
- Reduction in maintenance costs
- Reliability, quality, efficiency and productivity
- Increased document security with less wastage
- Improved print governance policies

## RESULTS

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YSoft SAFEQ gives Santos clear visibility into who is printing what, how much and how often. This lets Santos implement print policies aimed at reducing waste and saving money. Additionally, pull printing functionality enabled by Y Soft, requires users to swipe their employee card at the printer to receive their printouts, increasing document security and reducing waste.

Santos is sensitive to the need to save money and improve sustainability so its employees have appreciated knowing more about where they can reduce costs, such as cutting down on color printing for example.

These cost savings have been multiplied by the reliability of the Y Soft partner machines. Santos has reduced its maintenance costs because it no longer has to send a technician out to maintain the printers every six weeks. Instead, it can do that every 12 weeks without any reduction in print quality or performance.

Together, the Y Soft partner and Y Soft proved extremely capable of working with a massive company like Santos and ensuring a seamless transition to the new devices and software. That included training as well as strategic advice and outstanding customer service. As a result, Santos has been able to achieve significant cost savings, improved efficiencies and greater sustainability.

