



REAL SOLUTIONS

Retail & Distribution Industry

OVERVIEW:

Customer Name

- Kumpulan Development (S) Pte. Ltd.

The Challenge

- Frequent printer breakdowns hindered work efficiency
- Outsourced printing of namecards resulted in wastage
- Massive paper trail was tedious and prone to human error
- Difficulty tracking massive paper trail

The Solution

- Multi-function device (MFD)
- imagePRESS C1+
- Livelink
- Kofax

The Results

- Improved print efficiency
- Reduced wastage with in-house printing of namecards
- Digitizing improves efficiency, reduces errors and saves precious office space
- Computerization of business resulting in cost reduction, smoother customer service and a greener image



Canon Offers Your Business the Solutions it Needs Tomorrow, Today.

Established in 1986, Kumpulan Development (S) Pte. Ltd. is one of the leading one-stop service providers for office supplies. It has gone from a company of two employees to one that employs 100 staff with an extensive transport fleet of 25 trucks. Recently, the company expanded into manufacturing office products under the brand name, BOS. Being one of Singapore's Top 500 SMEs, the company strives to continually enhance its capabilities by deploying the most relevant business strategies in the running of its operations and responding quickly to market needs.

Difficulty tracking massive paper trail

Kumpulan handles a considerable amount of customer orders on a daily basis. These sales orders come via email, the website, phone and fax. Staff were required to not only file these sales orders in hard copies, but they had to requisite items from warehouses using pick slips. They would then receive a delivery order from each pick slip, which a customer was to sign after receiving their goods. Back at the office, the pick slips, delivery orders and invoices are then collated and filed manually in ring binders. This left a massive paper trail that was hard to keep up with.

As the business grew, the means in which to sort and file the paperwork not only wasted manpower but storage space. In addition, the speed of retrieval of information from these documents was also long and tedious. Overall, the process was susceptible to human error, often resulting in misfiled or missing documents.

The company also realised that the printing devices that were currently used could no longer meet the increasing print, fax and copy demands of Kumpulan.

"To keep up with the ever-changing business scene, Kumpulan Development needed to find ways to upgrade and improve the way we do things. Canon came to us with a custom-made solution which addressed our day-to-day operation pitfalls to the letter!"

Mr Ray Sou, Managing Director of Kumpulan Development.

Then: Frequent printer breakdowns hindered work efficiency

Previously, Kumpulan was using one unit of multi-function device (MFD) for all its print and copy needs. While ideal two years ago, the device could not handle the huge demand as a result of the growing business and often broke down. This resulted in unnecessary downtime that affected worker productivity. In addition, Kumpulan also used standalone dot-matrix printers to print their sales documents. Due to the irregularity of dot matrix printing, the documents proved difficult to scan.

"As a leader who truly understands his business, Mr Sou is very hands-on and involved in the day-to-day operations of Kumpulan. Although aware of the pitfalls in the operation process, he simply did not have the time to sit down and think of a solution." observed Joelle Goh, Account Executive, Canon Singapore *"So we examined the entire operation process and went back to him with a customized solution which addresses all aspects of his concerns."*

Now: Improved print efficiency

To maximise work efficiency, Canon proposed to split the printing of various documents to different devices. This meant that Kumpulan now uses four units of MFDs for the printing of Delivery Orders (DOs) and pick slips. In addition, one unit of high productivity MFD



“To keep up with the ever-changing business scene, Kumpulan Development needed to find ways to upgrade and improve the way we do things. Canon came to us with a custom-made solution which addressed our day-to-day operation pitfalls to the letter!”

Mr Ray Sou, Managing Director of Kumpulan Development

is dedicated to the printing of invoices within the warehouse. The devices are also programmed such that with a scan of the barcodes, it will recognise the different types of invoices and will automatically print on different colour papers. This reduction of standalone printers saved precious office space and costs spent on consumables.

Then: Outsourced printing of namecards

Kumpulan engages contract or temporary staff on a regular basis and requires namecards to be printed for these staff. In order to meet the needs of the company, Kumpulan outsourced namecard printing to an external supplier, at a minimum order of five boxes per print run. Due to the shorter tenure of temporary employees, unused cards are often disposed of, leading to wastages which is not cost effective.

Now: In-house printing of namecards and more

With the imagePRESS C1+, Kumpulan is now able to print on demand, reduce wastage and shorten the turnaround time for namecards to be printed. In addition, Kumpulan is also able to print their marketing and sales collaterals professionally in-house with vibrant colours!

Apart from using the imagePRESS C1+ for their own internal purposes, Kumpulan is also able to provide namecard printing services. Taking advantage of the machine's precise colour tones, Kumpulan now helps print customer's namecards for a fee. The company is also able to provide print-on-demand services where customers can request for printing and copying services from Kumpulan, and have the finished products delivered to them, along with other office supplies.

This range of services now offered represents new revenue streams Kumpulan has never had before. Not only has the imagePRESS C1+ saved on costs internally,

but it has also increased the profitability of the business and its reputation as a comprehensive one-stop service provider.

Then: Massive paper trail was tedious and prone to human error

In the past, each customer order left a paper trail of pick slips, sales orders, delivery orders and invoices. The organization employed three full-time staff to manually collate and sort through all the paperwork. In addition, Kumpulan incurred additional expenses storing and archiving these records in compliance with the audit requirement of keeping accounting documents for seven years.

These hard copy documents were sometimes misfiled or misplaced which made information retrieval tedious and posed a security risk as anyone with access to these documents could obtain information such as customer details, sales order and others, contained within.

Now: Digitizing improves efficiency, reduces errors and saves precious office space

With the implementation of Livelihood working together with Kofax, sales orders, delivery orders and invoices are scanned, indexed and archived in digital formats. They are indexed by invoice number, transaction date, purchase order number and customer name for easy search and retrieval. This electronic process greatly reduced the likelihood of human errors. Kumpulan was also able to save on overheads by reducing 75% of manpower for this specific process.

After each delivery, the signed delivery order is scanned into the system whereby customer service officers who needed to check on the status of each delivery could do so from their computer. Security was also enhanced as only privileged users had access to the digitally stored information.

Today: Computerization leading to cost reduction, additional revenues, smoother customer service and a greener image.

With the implementation of Livelihood, Kofax and a fleet of capable multi-function devices (MFDs), Kumpulan was able to enjoy reductions of 40% on storage, 20% in manpower and 50% in paper usage. In real monetary terms, this meant a total savings of S\$96,000 a year!

Apart from cost savings, the systems also turned Kumpulan into a more environmental friendly organization with its impressive reduction in paper usage.

Taking advantage of the precise colour tones being offered by the imagePRESS C1+ machine, Kumpulan was able to secure additional revenue streams by offering clients namecard printing services in addition to print-on-demand services and cementing its reputation as a comprehensive one-stop service provider.

With the use of efficient MFDs, Kumpulan saw a reduction in machine downtimes and a more efficient document archival and retrieval process that paved the way for customer queries to be answered within a shorter time resulting in enhanced customer relations.

“Before the implementation of Livelihood and Kofax, my staff had to physically climb up and down in the archive room just to find one single stock code. This is absurdly inefficient especially in our business where time is of the essence. Today, all she needs is just one click and all the information will be displayed in an organized manner,” says Mr Ray Sou, Managing Director of Kumpulan Development.