



Mr. Michael Ng, Admin & Facilities Manager
at Singapore Computer Systems

REAL SOLUTIONS

IT Industry

OVERVIEW:

Customer Name

- Singapore Computer Systems

The Challenge

- Reduce overall machine, paper, overhead and electrical costs
- Improving security measures for sensitive documents
- Eliminate misplaced documents and lessen print wastage
- Cultivate environmentally healthy printing practices

The Solution

- Canon uniFLOW
- Canon imageRUNNER

The Results

- Enhanced document security
- Fewer individual printers and fax machines required, lowering maintenance costs
- Substantial savings in toner, paper and printing costs and electrical bills
- Effective monitoring of print quantities and costs
- Increased efficiency with VPN
- Environment and employee friendly printing and fax processes

Singapore Computer Systems Saving costs in more ways than one

"Empowering organisations with competent professionals using proven processes and living technologies in a timely and cost-effective manner."

The above is the statement of Singapore Computer Systems (SCS)'s main mission. And that was exactly how they wanted to empower themselves too, to reduce wastage and cut costs, do their part for the environment and improve accountability and security – in a timely and cost-effective manner.

All this, with one simple solution from Canon.

Since 1980, Singapore Computer Systems (a member of NCS) has been a trusted information and communications technology service provider in Asia. For over 25 years, they have been providing their customers with competent professionals who deploy proven processes and technologies that transform businesses for growth. Their extensive services range from traditional IT infrastructure, business solutions, systems integration and managed services, to state-of-the-art Application-Aware Infrastructure, Infrastructure-Aware Applications and converged communications, as well as business rules management systems, business process outsourcing, and business continuity management services.

A Challenge Set in Motion

It all started with a challenge set forth by their CEO in 2007.

"It was actually a very simple challenge; all he wanted us to do was to find cost cutting measures to increase savings amidst the financial downturn. And from there, we started to study how we could reduce the number of machines, and in the process, discovered several other aspects that could be improved upon," said Michael Ng, Admin & Facilities Manager of SCS.

"We started looking at our workflow, which revealed several avenues from which we could reduce cost and at the same time, be more environmentally conscious. The challenge was more complex than we imagined," he continued.

Thus set in motion Canon's partnership with SCS, to develop a flexible solution capable of meeting – and exceeding – this very challenge issued by their CEO.

Then: High Running Costs & a Lack of System Control

Canon's first step was to conduct a preliminary study to evaluate the current workplace situation within SCS.

Explained Yvonne Goh, Account Executive of Canon Singapore, *"We had to first understand where the high running costs were coming from. With that information, my team would then be able to propose a customised and flexible solution for SCS."*

The study revealed a total of 12 copiers, 60 laser and inkjet printers, more than 20 fax machines and various other scanners situated in different parts of the office. As such, the cost of maintaining these machines was tremendous. The total amount spent on toners was increasing year-on-year, in addition to paper costs due to printing volumes having increased with the expansion of the company.

In addition, there was a lack of an overarching system control. With so many different types of machines, faxes and copiers, it became increasingly challenging to keep track of the amount of toners used for the different brands, types and models, as well as the volume of printouts utilised by each department. It was also difficult to keep printing and copying costs in check without a systematic method of



Michael demonstrates how to authenticate an ID on a Canon imageRUNNER.

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analysing the printing patterns or volume. Not only were there many unnecessary colour printouts and single-sided printing, uncollected printouts or faxes were also a common sight at the machines.

These factors were a strain on SCS' goal to cultivate healthy and environmentally-friendly printing habits amongst its staff. Wastage in the form of multiple toners, electricity and paper not only added to the company's overhead costs, but also to the burden on the environment.

Then: Lapses in Security

In SCS, departments often have to deal with confidential contracts and thousands of documents with sensitive information pertaining to pricing, dealings and specifications. Despite the confidential nature of such documents, it was common to see printouts being left uncollected at the machines every day. Users would forget to collect their documents, and frustrations over missing printouts were also rampant, with no indication as to whom could have mistakenly taken the documents – highlighting a cause of worry on the leaking of sensitive information. Faxes were also usually collected only when convenient, potentially having been left at the machines for hours.

Commented Michael, *“Confidentiality is an important aspect in SCS, and we simply cannot afford to have a breach in security. Reminders to users were insufficient to curb this problem, and we needed to look into alternative measures to reduce this risk before an incident took place.”*

As Michael puts it correctly, *“Prevention is better than cure.”*

Today: Enhanced Security with uniFLOW

To meet these challenges, Canon applied its uniFLOW solution.

With uniFLOW, users simply need to send their print jobs to the servers. Once they are ready to pick up their documents, they are required to authenticate themselves at any of the Canon imageRUNNERS in the office using their contactless card. Their print jobs will then be activated immediately. Information security is enhanced with mandatory user authentication as it only allows individuals to activate their own print jobs, upon verification. This helps to eliminate misplaced documents and reduce print wastage.

This way, faxes can be screened and distributed to the correct recipient securely, and junk faxes can be deleted without the need to print them. This also reduces the need for an individual to have a personal fax machine or printer as authenticity is ensured, thus reducing the overall maintenance cost.

“For an organisation such as SCS, it is important that the integrity of transactions and contracts with their customers is not compromised. With uniFLOW, security is enhanced with printouts no longer being left lying around,” explained Yvonne.

Today: Reduced Costs & Increased Accountability

With uniFLOW, SCS has arranged for all print jobs sent to the server to be defaulted as black & white and double-sided output. This helps facilitate the overall reduction of wastage, cutting printing costs throughout the office.

With tabulated accounting data and statistics on printing patterns within the company, uniFLOW provides SCS with reports on who prints what, how it is printed (i.e. duplex, single-sided, etc.), on which devices, and how much that costs the company. These accounting reports make it possible for the management to measure and control costs by detailing how much has been printed in each department, and the quantity of color and black & white printouts. With these, Michael and his team are now able

to monitor print quantities and send alerts or reminders to groups whose printing volumes are approaching an abnormally high level, so that they would take special care to be more diligent with their printouts.

Staff are now able to pick up their documents with ease at any machine with the office, instead of being restricted to their selected printers. In addition, it allows users to print a document via VPN, which enables documents to be printed from home or while overseas. This increases efficiency and convenience as it allows staff to prepare documents in advance before stepping into the office.

Meeting and Exceeding the Challenge!

As Michael pointed out, *“When we stop to measure the benefits, we can see how uniFLOW has helped us go beyond just the task of saving costs or reducing overheads. By managing the printouts, the benefits have also reverberated throughout the office in various ways.”*

With the implementation of Canon's uniFLOW solution and diligent monitoring, as well as a reduction in the number of machines, SCS reported yearly savings of \$66,000 in toners, a 30% reduction in paper consumption and substantial savings in electrical bills. As an added bonus, SCS staff also cultivated healthy printing habits and are now more environmentally conscious.

All these benefits were achieved with one simple solution from Canon.

The challenge issued by SCS' CEO has thus not only been met with much success, but also far exceeded with a host of other benefits.

And Canon couldn't have been more delighted at having contributed to this success!