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Aviation Industry

SOARING TO GREATER HEIGHTS
with Canon Business Processes

Thai Airways International Public Company Limited (THAI) is the national carrier of the Kingdom of Thailand. It operates domestic, regional and intercontinental flights radiating from its home base in Bangkok to key destinations around the world and within Thailand. Envisioned to be "The first choice carrier with touches of Thai", it commits itself to uphold international standards of management efficiency, transparency and integrity and to achieve satisfactory operating results to maximise benefits for all stakeholders. To achieve this, the international carrier maintains an ongoing evaluation on their work processes and the management constantly assesses how they can improve and streamline work processes to attain better business efficiency.

An Overhaul in Managing Costs

As competition among aviation industry intensifies with the emergence of low cost airlines, THAI had to look at how to cut operating costs, as well as constantly maximize its staff efficiency to keep up with the competition.

A Motley Mix of Devices

Single-function devices of multiple brands were scattered throughout the office. Different business units and departments within the organisation have their own devices and many of them are not fully utilised. The organisation runs on a push-print system where devices connected to the local area network were solely for printing while copying and other functions were done on separate devices. This process proved to be rather inefficient in terms of device usage.

The array of consumables required to maintain these devices was immense, making it difficult for administration to manage the toner and parts usage productively. On the IT side, the vast number of different branded devices meant that they had to master the technicalities of each of the devices, which impedes their competency resulting in longer devices downtime.

THAI

More can be done to maintain information security

Printouts left uncollected at the printers were a common sight. It is not unusual for employees to pick up a printed document and realise that it's not what they have printed. This compromises data security. In addition, there were no printing restrictions and it was difficult to control who prints what, when and where.

Print/copy costs were hard to keep track

Printing and copying cost increased year after year. Yet, there was no way to properly track and account for it. With the single-function devices, the only way to determine usage was based on the amount of toner and papers used, which is hardly accurate. Furthermore, all tracking data were collated manually and very much subjected to human errors. Without the process to track their current print/copy cost accurately, THAI had a hard time keeping the cost in check.

Environment policies not quite aligned

The carrier has aspiring environment policies where it conscientiously tries to ensure overall business operations and processes result in minimal negative environment impact. However, with the colossal amount of different devices, toners and high paper wastage, it became very difficult for the organisation to adhere to these policies.

### Paving the Way for Improved Efficiency

A tender was called and after rounds of intensive competition and evaluation, Canon was selected to revamp the carrier's entire document workflow and processes. "THAI were very precise about what they needed and were very strict when it came to the selection procedures. Apart from being able to provide the necessary technical expertise, they needed a vendor who was able to work in tandem to bring down the cost, streamline the devices and improve overall work efficiency." observed Canon representative.

A Boost to the Business Processes

All single-function devices were replaced with Canon multi-function devices (MFDs) fitted with card readers and uniFLOW Enterprise edition. A system overhaul saw the organisation employing a pull-print method where all printouts are consolidated at the Management Print Server and will be released at any selected machine upon authentication of the office personnel with their staff passes. Straightaway, the carrier saw a leap in business processes efficiency with the administrative team freed from the tedious process of manually tracking print usage. With the fleet of streamlined devices that copy/print/scan in a single machine, troubleshooting and maintenance is a breeze for the IT team, resulting in a drastic fall in devices downtime. All color print jobs were routed to colour a MFD so that it's all consolidated in a single device.

Enhanced Information Security

As printouts can only be collected upon authentication, a staff has to be at a device physically before the job can be printed. Loss of sensitive information though neglected printouts became a thing of the past.
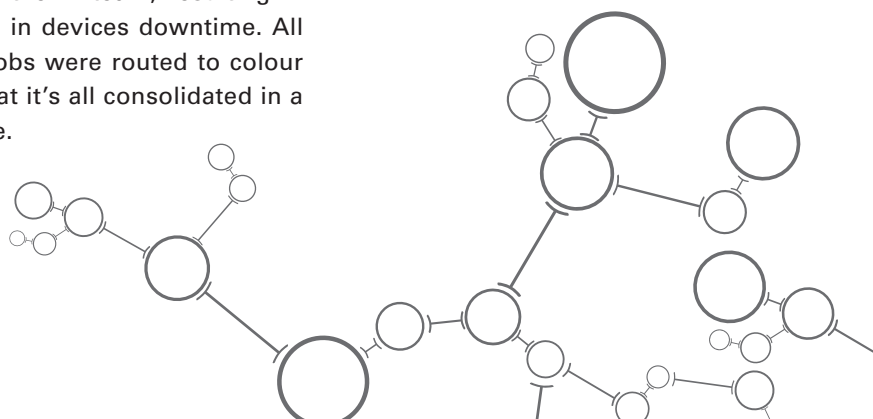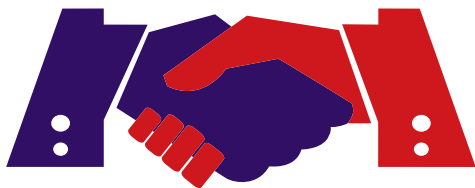
Transparent Cost Allocation and Accounting

As a staff authenticates for copy/print/scan, information is captured at the back-end. A usage report can be printed out at the click of a button anytime. Management is now able to track usage by business units, departments or even down to the individual level, making it possible to keep costs in check. All devices are operating at their optimal level, eliminating costly outlay due to devices under-utilisation.

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Alignment with Environmental Policies

The new pull-print method resulted in a massive drop in paper and toner usage. With scan function available on all devices, much of the organisation's copying was replaced with scanning as part of its document streamlining process, further reducing paper and toner usage. The cutback in the number of devices also meant that the carrier is able to minimize its carbon footprint.

An Outcome Beyond Expectations

With scanned documents being a large part of the end-to-end workflow process, the carrier's copy volume plummeted 35% from 50 million copies to 32 million over the 4 years. This new regime has resulted in cost savings of some 30% since its implementation.

With the streamlining of devices, all standalone desktop printers were removed and replaced with MFDs strategically placed throughout the office. Administrators are now able to track print usage accurately and effortlessly.

Remarked THAI representative,

> "We are very pleased with the outcome of the entire document workflow and processes revamp. Not only the implementation helped to reduce our operating overheads, the Canon team managed to ease the change skillfully into the entire organisation with minimal impact. Now that we are able to keep a close tab on printing activities, the management is able to provide a more transparent report to stakeholders in this aspect and any strategic decisions can be made and implemented speedily."