

# A Green Print Infrastructure Built to Last

When time came to build a lasting infrastructure of green IT in its own offices, a statutory board in Singapore picked Fuji Xerox as partner of choice.

## At A Glance

### The Challenge

- The agency aimed towards *Green IT Journey*, an ambitious sustainability initiative to be undertaken in its office's print environment and document management system
- Reducing operational costs and optimising existing print infrastructure of 454 machines, minimising environmental impact

### The Fuji Xerox Solution

- Managed Print Services (MPS) proposed after detailed assessment and collaboration with the agency's current needs and goals
- Consolidated fleet of 70 ApeosPort MFDs to enhance efficiency, productivity, and security in offices
- Award-winning eco innovations of the ApeosPort-III MFDs reduced CO<sub>2</sub> emissions

### The Results

- MPS executed the corporate strategy of going "paperless". Print jobs down 18% over a period of five months, from 684,221 papers consumed down to 559,698
- Agency's overall CO<sub>2</sub> emissions reduced by 1.2 million kg—the equivalent of planting 86,546 trees
- Annual cost savings of more than S\$100,000 achieved
- Reduced current percentage of helpdesk calls related to print / scan issues from 12% to less than 2%

A public sector agency of the Singapore government is tasked with developing and promoting the country's industrial landscape. Since its founding, the agency has played a pivotal role in the steady growth of the Lion City's economy.

### The Challenge

**Print services: the first step on the green journey.** As the country's largest industrial developer, the public sector agency had a commitment to sustainability. From clients and employees to the wider community, the agency was mindful of the impact of its developments and day-to-day operations on the environment. To address the latter, the agency designed a comprehensive *Green IT Journey* in mid-2007 to manage its paper and energy consumption. To make the project work, however, the agency needed a powerful partner to revamp its existing document services.

**The need to reduce and refresh.** Office-optimisation and cost-reduction concerns went hand in hand with the environmental challenge. The 1,000-strong agency employed a hardware fleet of over 454 machines, which ranged from photocopiers and network/standalone printers to fax machines and scanners.

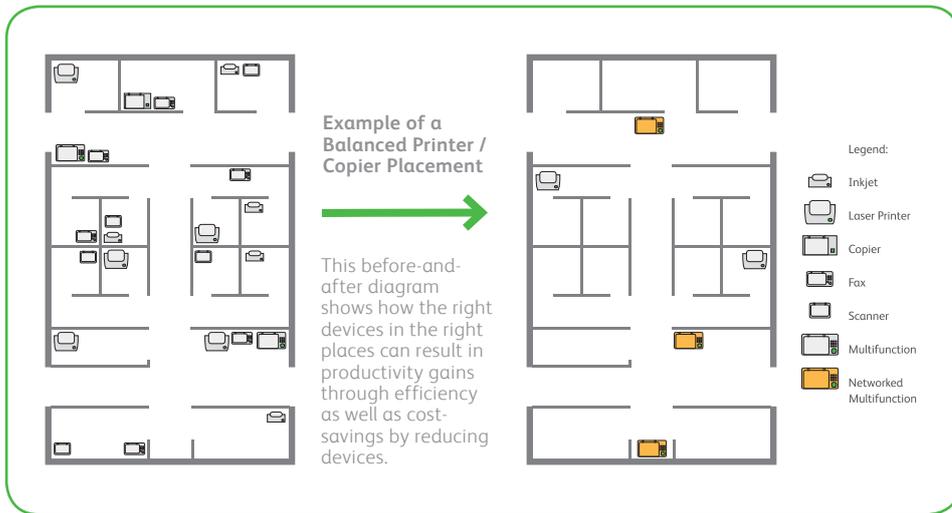
With such a massive equipment unit, hardware failures were inevitable. Extended

turnaround time for addressing hardware failures greatly crippled productivity. Helpdesk calls due to print/scan issues were a frequent activity.

Procurement of consumables and services incurred high administrative overheads. And most of the equipment, besides being under-utilised, were also due for a refresh since they were more than four years old.

### The Fuji Xerox Solution

**Managed Print Services.** Known for its comprehensive and tailor-made solutions, Fuji Xerox is a global industry leader in Managed Print Services (MPS). The agency CIO expressed his confidence in the collaboration to improve its operations: "It is useful to work with a partner, in this case Fuji Xerox, which is ready and capable to walk the journey with you—the journey of change, consolidation, document management, and process integration."



**Organic and lead-free innovations.** The ApeosPort-III series also made a positive environmental impact with its eco-awarded design features. By using biomass plastic, made of reusable organic material from corn plants, these MFDs reduced CO<sub>2</sub> emissions by 16%, compared to printers made of conventional plastic. ApeosPort-III also utilises 100% lead-free shafts in its paper feeders, being one of the first in the industry to make use of this innovation.

### The Fuji Xerox Answer

- Managed Print Services
- ApeosPort-II 5010/4000/3000
- ApeosPort-III C3300/C2200

With just one supplier for equipment and consumables, maintenance was simplified and administrative costs were significantly reduced.

**Device rationalisation.** After a detailed assessment of the agency's current print workflow and intended goals of sustainability and cost reduction, Fuji Xerox designed, sourced, and managed a smaller but more effective print fleet across

all offices of the agency. The original set-up of 454 standalone devices was replaced by a consolidated fleet of 70 ApeosPort-II and III series Multifunction Devices (MFDs). High-performing, user-friendly, and easily integrated into a dedicated network, this new set-up of MFDs proved highly efficient, increasing productivity and decreasing downtime.

### The Results

#### Saving on costs, saving the environment.

The number of unnecessary print jobs was cut by 18% throughout the five-month period as compared to the five months before the project— from 684,221 papers down to 559,698. With decreased print jobs, paper wastage, and consumable usage, the agency achieved annual cost savings of more than S\$100,000. And Fuji Xerox's state-of-art green technology played a pivotal role in reducing the agency's CO<sub>2</sub> emissions by 1.2 million kg, the equivalent of planting 86,546 trees.

**Eco-minded, inside and out.** The smaller print fleet did more than save energy and costs; it also boosted the staff's productivity and morale. With more space decluttered and freed up, a green, spic-and-span aesthetic enlivened the offices of the agency. Employees were also pleased with the new levels of efficiency provided by the Fuji Xerox MFDs. The higher print speed and quality were immediately embraced by the users. Helpdesk calls related to print/scan issues went down from 12% to less than 2%.

#### Greater linkage with greater security.

MPS also introduced other conveniences heretofore non-existent in the agency offices: print trackbacks enabled the easy sharing of MFDs across divisions, while advanced features such as watermarks and secured print options guaranteed the foolproof protection for confidential documents, wherever they were printed in the office.

With Fuji Xerox Managed Print Services, every step of the document process was improved: from faster turnaround time to cost saving, making the goal of a "paper-less office" a palpable reality.



For more information or detailed product specifications, call or visit us at

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