

Case Study | Business Efficiency for Small Offices

“Our team’s favourite feature is the ability to just take a screenshot from any of our mobile device, and send it to print wirelessly. It saves a tremendous amount of time for us. The DocuCentre SC2020 is definitely a smart device that streamlined our business processes, so that we can focus on providing the best customer service to our clients.”

– Darren Tan, Group Financial Services Director
Peter Tan Organization



The DocuCentre SC2020 is designed specifically to meet the needs of small businesses.

Mobility – Mobile printing made easy via the Print Utility App, which enable users to print remotely using a wide variety of mobile devices.

Security – Intuitive User Interface with a 4.3 inch color touch screen and user authentication function. Large icons allows for easy navigation, intuitive menus and wake up operation.

Cost Savings – An affordable desktop device to free up expensive office space but still gives you all the functionality of an A3 multifunction device (MFD). This includes the added convenience of printing both sides of an ID card on a single page.

Productivity – Enjoy high quality, vibrant printouts with S-LED Technology at a printing speed of up to 20 pages per minute. Bring color printing in-house to provide more control, improve cash flow and enable more flexibility when it comes to marketing your business.

Peter Tan Organization

Peter Tan Organization (PTO) offers financial planning services and advice for customers, including

many that are high net worth. The team’s dedication to service excellence motivated their search for a better solution in improving their operational efficiency.

Challenges

- Need to improve printing system for better business processes with the company’s relocation to larger premises brought about by a growing business.
- Inability of incumbent printer to cope with the marketing collaterals required for frequent recruitment drives.
- Lack of a secure document management system whereby sensitive documents were either not collected or retrieved by the wrong user.

The Fuji Xerox Solution

- DocuCentre SC2020’s Mobile Print function allow users to take a photo or a screenshot using any mobile devices, and send it to print wirelessly.
- The MFD’s printing speed enable the customer to print high volumes of marketing materials in-house. This will allow the business to focus on PTO’s recruitment drives which takes place 2 to 3 times a month.
- With a compact MFD dedicated to a small pool of users within close

proximity, DocuCentre SC2020 can ensure increased confidentiality and security eliminating the issue of incorrect document retrieval.

Benefits: Improved mobility, security and productivity

- Improved mobility through the Mobile Print function enabling staff to provide a higher level of service to clients and prospects.
- Improved information security and protection, reducing frequency of retrieving wrong documents has been eliminated.
- Improvement of printing speed has helped to improve business workflow and boost productivity.

Cosmo Automobiles Pte Ltd

Cosmo Automobiles is a one-stop solution for competitively priced, premium quality continental pre-owned cars. Its services provided spans the whole process of car purchase including sales, inspection, financing and insurance. Cosmo Automobiles has had a long standing reputation for being a leader in the market having been established in 2008 serving both local residents and expatriates.

“Our pleasant experience with the DocuCentre SC2020 has prompted me to contact Fuji Xerox for a new printer at our other offices. I am confident that with this MFD, my offices will be more efficient and productive.”

– Eugene Chng, Managing Director
Cosmo Automobiles



Challenges

- Requiring between 3,000 to 5,000 financing and insurance documents per month, its old desktop printers were not able to cope with the demand. The printers also require frequent toner replacements, all of which affected productivity and cost for the business.

- As part of the finance and insurance processing workflow, two sides of identification cards required for scanning are printed on two separate sheets of A4 paper, translating to a high level of paper consumption and higher cost for the business.

The Fuji Xerox Solution

- DocuCentre SC2020 delivers an improved printing speed of up to 20 pages per minute and produced higher quality printouts, meeting the customer’s demand.

- Cost per print for customer was reduced as toners need not be replaced as frequently.

- ID Scan-and-Print feature allows the front and back of the ID to be printed on a single sheet of A4 paper, improving efficiency in the use of resources.

Benefits: Achieved cost savings and increased productivity

- Improved productivity as high volume print jobs are being processed more effectively and customers’ waiting time has been shortened.

- Improved cost savings with the ID scan-and-print feature reducing paper usage and need for toner replacement.

- Improved efficiency through the ID Scan-and-Print feature.

Nautilus Network Solutions Pte Ltd

An IP communications and telephony specialist, Nautilus Network Solutions provides a diverse range of telecommunications services that spans development, application, and deployment of telecommunication services for the purpose of electronic transmission of voice, fax, or data, between distant parties. Their services include call center setup and Customer Relationship Management integration, primarily aimed at the telemarketing industry.

Challenges

- Slow speed of printouts from an unstable Wi-Fi connection to the incumbent printer, affecting productivity.

- Quality of printouts were dull especially when printing marketing collaterals like posters and flyers, negatively affecting marketing impact.

The Fuji Xerox Solution

- Quick and secure Wi-Fi connection to the DocuCentre SC2020 – The MFD is also compatible with most devices.

- Enabling better quality marketing collaterals – DocuCentre SC2020 is able to produce high-resolution output (1200 x 2400dpi) with vibrant colors, printed with speed and efficiency.

Benefits: Enhanced productivity

- Improved print quality with a stable Wi-Fi connection.

- Increased efficiency through an improved workflow with user-friendly interface.

- Free up office space with the DocuCentre SC2020’s compact and mobile desktop design.

“The best part of this compact printer is its ability to produce high-resolution printouts with vibrant colors efficiently. Coupled with an easy to operate user interface, the DocuCentre SC2020 has helped smoothen our business processes and improved our overall workflow,” - Austin Seah, Sales Manager of Nautilus Network Solutions.