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Peter Sharpe,
Manager of Sustainable Sourcing at ANZ



ANZ Banks on a Sustainable Future

Challenge:

- Before moving to new headquarters, ANZ’s printer fleet required considerable time for on-going maintenance and stock replenishment. Many of the devices were not used to their full capacity, yet when devices incurred issues, it cost ANZ employees in lost time and inconvenience, as well as creating bottlenecks at other operational printers.

Solutions:

- ANZ implemented a fully managed fleet of multifunction devices, supported by onsite personnel who could maintain the devices and free up employee time.
- The fleet was supported by cost recovery software which offered ANZ full user level accounting and tracking of all print history, as well as greater document security.

Benefits:

- Saving time and resources with a managed print service agreement.
- Guaranteed security and reduced print volumes with ‘Follow You’ print.
- Change workshops ensured an easy transition for employees.
- Reducing ANZ’s carbon footprint through energy efficient devices, supplies and employee behaviour.
- Improved efficiencies with a managed print service, rolls out across national and regional offices.

ANZ is committed to actively managing the environmental impact of its activities and has been ranked the most sustainable bank globally in the Dow Jones Sustainability Index (DJSI) five times in the past six years.

As part of this commitment, the bank sets clear, measurable targets to reduce the amount of waste it sends to landfill, lower its greenhouse gas emissions, and reduce its consumption of energy, water and paper.

In 2009, ANZ moved its global headquarters to a new ‘six-star’ sustainable building at 833 Collins Street, Melbourne. It was decided at the same time to include the company’s print requirements in its strategy to improve business efficiencies right through the organisation, and to lower its carbon footprint.



The Business Challenge

Peter Sharpe, manager of Sustainable Sourcing at ANZ, said that the bank took a holistic view of its operational efficiency, and moved to make fundamental changes in line with its program of refurbishing and replacing its offices in the region.

“When we moved a large number of our people into our new headquarters at Docklands in Melbourne, we were actively looking at ways to make everything more efficient,” said Peter Sharpe. “This included our fleet of printers, which we wanted to rationalise to improve our print performance.”

At that time, ANZ’s printer fleet required considerable time for on-going maintenance and stock replenishment. Many of the devices were not used to their full capacity, yet when devices incurred issues, it cost ANZ employees in lost time and inconvenience, as well as creating bottlenecks at other operational printers. On top of this, ongoing costs in consumables stock and maintenance were also high.

ANZ approached Fuji Xerox Australia to supply a fully managed print service for its headquarters to bring cohesion and accountability to its print operations.

“The new fleet of devices also made serious inroads into ANZ’s material carbon footprint, by reducing both its use of power and its carbon (CO₂) output by about 32 per cent”

— Peter Sharpe, Manager of Sustainable Sourcing, ANZ

The Solution

Fuji Xerox Australia implemented a fully managed fleet of multifunction devices through the building. These devices offered greater capabilities in printing and document finishing, faxing and scanning, adding to employees’ ability to produce more attractive, and effective, documents.

“The decision to move to a managed print service was made to free ANZ employees from having to maintain the devices themselves. It was really a case of improving the performance of the printer fleet to allow our people to focus on their primary duties,” said Peter Sharpe.

Benefit: Saving time and resources with a managed print service

Fuji Xerox Australia’s fully managed print service offered ANZ full user level accounting and tracking of all print history, as well as greater document security. The onsite DocuCare support services were staffed by expert Fuji Xerox technicians, who advised ANZ employees on how to efficiently use the devices. They also ensured that proactive device monitoring kept the fleet operating at peak efficiency levels continuously, with regular maintenance and consumables supplies always at hand.

Benefit: Guaranteed security and reduced print volumes with 'Follow You' print

The 'Follow You' printing capability, operated by employees swiping their ID cards at the devices, not only offered greater convenience and document security for employees, it also reduced the volume of print wasted when it was not retrieved from printers, or printed but not required. This immediately reduced the waste of paper by about 10 per cent.

Benefit: Change workshops ensured an easy transition for employees

With the help of Fuji Xerox Australia, the environmental sustainability team at the bank held a series of workshops to inform employees about how to make printing more sustainable. These workshops helped to develop short and long term strategies to eliminate print waste from document processes, and established a print committee responsible for implementing and monitoring those strategies.

"ANZ has paper reduction targets, and reports the progress against them. We had some reductions in paper use and we looked historically at the trends that clearly showed the new system helped us to reach those targets," said Peter Sharpe. "We found that if you get your infrastructure right, the volumes of paper left at the printer will be driven down. We've done that, and are now looking at other initiatives such as digitisation of documents.

Benefit: Reducing ANZ's carbon footprint through energy efficient devices, supplies and employee behaviour

"The new fleet of devices also made serious inroads into ANZ's material carbon footprint, by reducing both its use of power and its carbon (CO2) output by about 32 per cent."

ANZ took further action on its carbon footprint by including under the managed print service an agreement to use carbon neutral paper, supplied by Fuji Xerox Australia, in all its offices.

Benefit: Improved efficiencies rolls out across national and regional ANZ offices

Subsequently the managed print service has also installed similar services in other ANZ buildings, at the refurbishment of 55 Collins Street and 100 Queen Street in Melbourne, in 77 St Georges Terrace Perth, in 111 Eagle Street Brisbane and in Martin Place, Sydney.

A similar service has also been implemented in ANZ's Singapore office, with Hong Kong and Taiwan also undergoing a transition to a fully managed print service from Fuji Xerox.

"The driving factor has been organisational efficiency for ANZ, and from that we've derived some environmental benefits as well," said Sharpe. "The new building at 833 Collins Street became a model for what could be done. As new buildings have come online, or are refurbished, the processes that have emerged as good practice in Melbourne are initiated."

"These initiatives will continue to provide ANZ with greater operating efficiencies, lower print and documentation costs, and a significant reduction in carbon emissions."

— Peter Sharpe, Manager of Sustainable Sourcing, ANZ

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