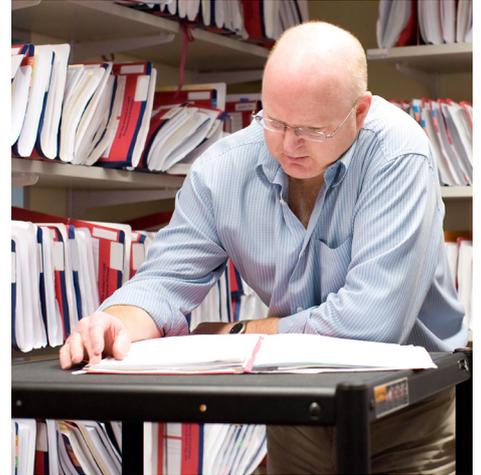


## ComCare makes a stand for document health and security

Working together with employers, workers and unions to protect workers' health and safety is a complex, yet critical role in contemporary Australia.



The Federal Government department, Comcare, is responsible for this demanding role, tracking and aiming to reduce the incidence and cost of workplace injury and disease.

That role demands vigilance on the part of Comcare workers. Comcare protects all federal employees, and also has a regulatory function managing workplace health and safety legislation and policy. Comcare currently has a staff of 700 in offices in all the state capitals, except Hobart, and an office in Newcastle.

### Business Challenge

With a constant demand for comprehensive documentation of its many activities, Comcare was aware that its document volumes were ballooning. The department estimated that about 700,000 pages were printed each month, of which 125,000 were colour pages. Despite this volume, the department lacked a strategic print management system.

The reality for Comcare was a large fleet of over 100 mismatched and unsuitable printers, copiers and fax devices scattered throughout the department's offices. This situation was exacerbated by the constant need for maintenance and repairs, and the regular replacement of toner cartridges. Comcare noted that it had an ageing fleet of desktop printers that needed a lot of maintenance. The fleet itself was a mix of many different types of machines, which required 20 or 30 different kinds of toner cartridge. In fact, the department had a storeroom just to house the various toners.

There were other pressing issues with the Comcare printing fleet. Many employees had no access to colour printing and had no control over print queues, so they could spend precious time waiting for their print jobs. This in turn, could lead to printed material not being available when required, and therefore wasted.

Document security was of particular concern to Comcare employees. Information about the many people with whom the department deals had to be kept confidential. To ensure this was the case, staff had to stand by the printer waiting for the print to be completed, so there were no printed copies left in the print room for anyone to see.

### Challenges

- Comcare wanted to implement a strategic print management system in order to address its dramatically increasing print volumes as well as consolidating its large and diverse fleet.
- Comcare also wanted to ensure documents were printed securely as well as streamlining the print process to improve staff productivity.

### Solution

- Comcare implemented 33 ApeosPort-IV C5570s, along with a flexible managed print service agreement for all Comcare offices and a suite of software including Fax Gateway and Equitrac, a cost recovery solution.

### Benefits

- Reliability and performance improves staff productivity.
- Guaranteed security with employee swipe cards.
- Saving time and resources with a managed print services agreement.
- Smooth implementation ensures an easy transition for staff.



To rectify these problems, Comcare sought Request for Quotes using an existing Commonwealth common use arrangement for a total overhaul of its print infrastructure.

## Solution

Following evaluation of the tender proposals, Comcare selected Fuji Xerox Australia as the best solution for providing value for money through the installation of multifunction devices in its five state capital city offices, as well as in Newcastle and its mail centre.

Fuji Xerox Australia installed a total of 33 multifunction devices in all of Comcare's locations. All 33 were ApeosPort-IV C5570s, capable of printing up to 50 pages per minute in colour and 55 pages per minute in black-and-white. The use of just one model throughout the department meant that all Comcare's employees were familiar with the system, regardless of the office in which they were working. This also simplified training, maintenance and the supply of parts.

Complementing the fleet of machines was a suite of software solutions, including Fax Gateway and Equitrac, to deliver document security functions, reports and activity tracking for all offices and machines, and automated functions such as scanning to email. These automated functions also helped to improve productivity in Comcare's offices.

Fuji Xerox Australia agreed to provide a complete managed print service to all Comcare offices, guaranteeing optimum performance from all the machines, regular maintenance and service, and automatic reordering of consumables when required, so that Comcare staff no longer spent time managing the fleet. The managed print service was structured flexibly so that the department could accept a level of service tailored to meet the requirements of its different offices. Fringe benefits of this system include reduced operating costs, total reliability and time saved by staff.

This complete package also addressed Comcare's requirements for an environmentally sensitive solution through its reduction in the use of paper and consumables, recycling of hardware and parts, and minimisation of power use.

## Benefit: Reliability and performance improves vstaff productivity

Fuji Xerox Australia's fleet of multifunction devices fundamentally changed the department's document handling processes. It immediately provided Comcare with reliable, fast printing in both colour and black-and-white, and faxing and scanning of documents to electronic format, measurably improved employees' response times to queries for documents and progress reports.

"They now have full colour printing for all employees, when in the past they might not have had that capability. They also have double-sided printing to save on paper use," said Dale Moss, Fuji Xerox Australia's account manager for Comcare. "The department now has all the advantages of full state-of-the-art technology printers, and on top of that there are scanning facilities for all staff so they can scan directly to email.

"We removed the photocopier fleet as well. There were two photocopiers on every floor as well as printers. Fax facilities are available through those devices so staff can scan to fax. This change has removed a whole fleet of equipment they no longer need, like faxes, scanners, printers and photocopiers."

## Benefit: Guaranteed security with employee swipe cards

While these improvements are appreciated by Comcare staff, a more substantial benefit for Comcare is the transformation in its document security.

"Confidentiality of documents is a primary concern for us," said a Comcare spokesperson. "The reason we went for the Equitrac solution is that it allowed us to manage who was printing, when,

where, and how, by using a 'swipe' card. The system works from our employees' normal entry card for the building."

## Benefit: Saving time and resources with a managed print services agreement

The managed print service provided by Fuji Xerox Australia has lifted responsibility for the fleet's performance from Comcare's shoulders.

"Their workload has been substantially reduced – the printers work without much intervention at all from them," said Dale Moss. "There has been a significant saving in labour hours alone throughout the organisation from no longer managing a mixed fleet and organising service calls and repairs through multiple vendors. And now there's no need to store hundreds of toner cartridges."

## Benefit: Smooth implementation ensures an easy transition for staff

The change to a fully managed print service and a single model of multifunction device were major elements in Comcare's decision, but change inevitably creates some challenges.

"There was some initial resistance to the change, but the changeover was very smooth," said Dale Moss. "Fuji Xerox Australia helped to teach Comcare staff how to use the new system, and they saw how they could get a better print job. It was much simpler and saved a great deal of time and money. Some staff had to walk a bit further to get their print, but Comcare is a best practice workplace, so having people out of their chairs and moving about the office is better for their general health."

Comcare staff are also pleased to save time by not having to wait interminably for documents to be printed.

Fuji Xerox Australia's solution has changed Comcare's print culture for the better — there are no longer uncollected print jobs, the print rooms are cleaner and tidier, and the department no longer wastes paper.

While reasonable endeavours have been used to ensure the information is correct at the time of printing, Fuji Xerox Australia Pty Ltd is not liable for any inaccuracies in the information, in particular that savings targets and benefits achieved by one customer will necessarily be applicable to another. Fuji Xerox Australia would need to perform due diligence of the specific customer circumstances in order to determine the particular savings and benefits that may be achievable in that instance.