

At a glance

Case Study: Yarra Valley Water

Customer

Yarra Valley Water

Industry

Water Utility (Government/utilities)

Canon products used

16 Multifunctional Devices (MFDs), uniFLOW,
Therefore Capture, eMaintenance

Benefits

- Reduced environmental impact of its print environment
- On track to save over \$100K in the first year
- Achieved its goal of 20% reduction in waste and 10% reduction in total cost of ownership
- Consolidated print fleet from 83 devices to 16 MFDs
- Increased duplex printing by 50%



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Canon



“With such a complex and ageing fleet, we were not deploying elegant solutions and certainly were not operating an efficient and sustainable environment.”

Craig Lindley

IT Operations Manager
Yarra Valley Water

“Break-fix costs were going through the roof and managing such a mixed fleet was extremely complex and time intensive for our staff.”

Craig Lindley IT Operations Manager, Yarra Valley Water

Yarra Valley Water is the largest of Melbourne’s three retail water businesses providing water supply and sewerage services to over 1.6 million people and over 50,000 businesses in the northern and eastern suburbs of Melbourne. Owned by the State Government of Victoria, it covers approximately 4,000 square kilometres. With its head office situated in Mitcham, Yarra Valley Water employs around 650 employees including approximately 70 part time staff.

Summary

Yarra Valley Water had a large and ageing print fleet totalling 83 printers of which there were 32 different models from seven different vendors. Dealing with a complex inventory of product, redundant technology, as well as a high breakages rate meant that servicing was costly and took up considerable staff time.


The retail water business looked to implement an efficient and sustainable print strategy that not only reduced costs but reduced waste and lessened its environmental impact. Putting the business out to tender, Canon Australia was selected to implement its uniFLOW software, eMaintenance device management solution and multifunction devices (MFDs), enabling the organisation to make significant print cost savings with the implementation on track to save \$100,000 in the first year, as well as a reduction in paper consumption.

The challenge

With 83 different devices from seven different manufacturers, Yarra Valley Water had not only a complex fleet of printers but also an ageing fleet with 54% of its devices over five years old. These devices were owned by Yarra Valley Water so break-fix costs were very high and managing such a complex fleet was also extremely time consuming for staff who had a large inventory of consumables to maintain.

Yarra Valley Water looked at implementing a Sustainable Print Strategy to improve the situation as well as reduce costs by asking four vendors to tender for the business. As a business, Yarra Valley Water has an overarching strategy which looks at improving its efficiency and sustainability. By implementing a more rationalised print environment, Yarra Valley Water aimed to achieve both goals.

“With fewer machines and newer technology that uses less energy, we hoped to achieve a more efficient and sustainable environment,” said Craig.



Canon implemented its eMaintenance device management solution, which automates the meter reading and consumables ordering and also monitors the devices **24/7.**

The solution

"The tender response from Canon went way beyond the requirements and highlighted savings that we hadn't even thought of ourselves. It was an easy decision to go with Canon, as it was a standout solution," said Craig.

Canon recommended Yarra Valley Water consolidate its print environment, while allowing staff to easily monitor and control how they printed.

"The demonstration at Canon's showroom highlighted superior quality in all services and devices. It also helped that Canon had supplied to South East Water, as this showed that Canon understood the requirements of a water utility and there was a willingness to partner with us," said Craig.

With cost reduction and improving efficiency being key objectives for Yarra Valley Water, Canon started by consolidating its print devices and introducing multifunction devices. It also introduced its uniFLOW software to help increase productivity while reducing both cost and waste.

"We were particularly keen to implement a solution that eliminated redundant jobs – this was

a key requirement to achieve an environmentally sustainable solution," added Craig.

By implementing uniFLOW follow-me print, unprinted jobs were deleted overnight, removing uncollected print outs, thereby reducing waste. Over a period of one month Yarra Valley Water had 8,994 print outs automatically deleted by the system and pages printed to duplex increased from 26% to 76%, leading to 1.2 million sheets of paper being saved annually.

The implementation of uniFLOW's statistics feature also enables Yarra Valley Water to better manage its print costs, by tracking print usage and attributing costs to the correct department.

One of Yarra Valley Water's main objectives was to reduce the costs and time associated with maintaining its fleet and managing such a large inventory of consumables.

Commenting on the previous system, Craig said: "Before partnering with Canon, our IT department managed the print fleet and with a large number of devices across a number of vendors, this was an extremely time consuming task."

Canon implemented its eMaintenance device management solution, which automates the meter reading and consumables ordering and also monitors the devices 24/7. This provides preventative maintenance and handles potential issues before Yarra Valley Water is even aware they exist.

"Initially there was concern among staff that the reduced number of devices would mean large queues at the printer. However, by implementing uniFLOW we were able to alleviate employee concerns, with staff able to walk up to any printer and swipe their card to receive their print job, skipping any print queues. Also by communicating the positive environmental effects of this implementation along with productivity and efficiency of the new fleet, staff were able to understand the reason behind the implementation and were supportive of it," said Craig.

To help manage the changes taking place in the printing environment at Yarra Valley Water, key people were trained with the new system before the rollout, with Canon setting up an MFD in the training room. A printer was also installed in the IT department before the rollout, enabling any issues to be resolved prior to implementation being rolled out to the rest of the office.



“Our group PA was highlighted as a key influencer in the office and she received training early on. Having her embrace and support the changes to the system helped us demonstrate the benefits to individual PAs across the business.”

Craig Lindley
IT Operations Manager
Yarra Valley Water

Results

Since implementation, Yarra Valley Water has achieved its goal of a 20% reduction in waste and 10% reduction in total cost of ownership. Waste has reduced significantly due to the deletion of unclaimed documents (those sent to the printer, but never printed out), as these are deleted overnight to save both money and paper. To demonstrate the positive aspects of the Sustainable Print Strategy, Yarra Valley Water set up a stand at its annual “Green Day” where the company showcases all its green activities to its staff.

“We stacked up printer boxes to demonstrate how much paper we had saved due to the new system. As the amount was so big, we only showed one third of the amount of paper we had saved since the implementation.”

Craig Lindley, IT Operations Manager,
Yarra Valley Water

By reducing the number of machines, fleet management has also significantly improved. With only one vendor supplying and managing the print fleet, Yarra Valley Water has streamlined consumable purchasing and significantly reduced its energy costs. With the consolidation of its print environment, Yarra Valley Water has reduced its fleet from 83 devices to 16 devices, with 31 users to one device, achieving around 207% of its target of 15 users to one device.

Since implementation, Yarra Valley Water has also witnessed behavioural changes among its staff in their attitudes to printing. This has, in part, been driven by the accounts and statistics function of uniFLOW, which enables staff to see the cost of each job before they send it to print. In addition Yarra Valley Water is able to bill each department individually for its print costs, helping to drive behavioural change.

“By reviewing the reporting function, it highlighted excessive printing that was being completed that was unnecessary, such as the printing of Board Papers. This was quite costly so we decided to simply circulate softcopies of the document, which has been just as effective,” added Craig.

Next steps: The future workspace

Not only is Yarra Valley Water revolutionising the way its employees print, but this approach to printing is being extended across the business as Yarra Valley Water embraces a new approach to its entire office environment.

From March, Yarra Valley Water is completely refurbishing its office and implementing the technology needed to operate an open plan activity-based working environment. No manager will have their own office, there will be informal break out areas and each employee will be equipped with the right technology to enable them to work from wherever they choose within the office environment.



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Craig commented, "With new thin client laptops, VoIP technology and uniFLOW printing technology, our employees will be able to work wherever they choose - one day working with their project team, the next with their direct reports. We expect that this type of environment will improve collaboration between teams and encourage productivity. Once the technology infrastructure is there, change will certainly happen in the way employees work."

Moving to this type of environment leaves little room for old paper processes and employees need to archive, shelve or digitise their plans and paperwork. Canon has been enlisted to help facilitate this process by digitising personnel files and documents, enabling them to be stored on MS SharePoint.

Moving to a paperless office environment meant that Yarra Valley Water needed a solution that could back-scan Yarra Valley

Water's corporate records in readiness for relocating to a new building that incorporates Activity Based Workgroups. To help meet its corporate scanning requirements, Canon's Therefore Document Management solution has been implemented. Documents are captured by Therefore's Capture client using barcode recognition including a database lookup for human resources meta-data. The documents are then converted to searchable PDF and exported to XML format for final import into Yarra Valley Water's existing MS SharePoint document management environment.

Canon's uniFLOW solution is also being considered for ongoing Forward Scanning to enable staff to scan paper documents from desks and filing cabinets directly into SharePoint.

As with implementing a new print environment, it is critical to help drive behavioural change among employees to

the new ways of working. To manage this, Yarra Valley Water is implementing a robust change process with external support to help with employees' attitudes to the migration.

Craig concluded, "Some people will bring old habits with them into the new environment, so it is critical they change their mindsets in order to make this a successful and productive environment. With the changes to a work environment, some people may feel destabilised, experiencing uncertainty in the transiency of their environment so it is essential that comprehensive programs are put in place to deal with this and facilitate successful change".

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