

## Customer Success Story



**Caltex**  
**Industry:** Oil & Gas  
**Location:** Sydney

### Overview

#### Challenge

- Optmise print management to deliver costs savings
- Manage printing across three sites with minimal user impact

#### Solution

- Print management solution providing intelligent and cutting-edge enterprise print, copy, and scan management technology

#### Client Benefits

- Reduced printing and paper costs
- Enhanced document security
- Positively contribute to environment

# Caltex Australia achieves significant costs savings and reduces waste with Konica Minolta

**Caltex is Australia's leading transport fuel supplier and convenience retailer, and the only integrated oil refining and marketing company listed on the Australian Securities Exchange. Its business value chain incorporates operational excellence throughout supply, refining, logistics, and marketing.**

**Through its comprehensive supply chain, Caltex has forged its reputation as a provider of safe and reliable high-quality fuels to a diverse number of customer segments, including retail, mining, agriculture, aviation, transport, small-to-medium enterprises, marine, automotive, and government. Caltex is also one of Australia's largest convenience retailers and franchisors, with more than 85 per cent of its stores operated by franchisees.**

#### The Challenge

Caltex Australia had undertaken a business-wide costs savings initiative in 2014/15. A key part of this included optimising printing at three of its key locations in NSW and QLD. These three sites had 55 printers and 1,500 users, and were responsible for more than 70 per cent of the print volume across the organisation.

Jay Rathod, IT Consultant and Project Lead, Caltex Australia, said, "The main problem was that documents were being printed unnecessarily, leading to unclaimed printing being left around the offices. This included sensitive documents that may have been printed and forgotten about."

Caltex Australia worked with long-time partner, Konica Minolta, to be more time, cost and efficiency focused, by using print assets more effectively across its three key sites. The company aimed to gain hard-dollar savings and migrate to a lower-cost per user model.

#### The Solution

Konica Minolta recommended a print management solution, which would provide intelligent and cutting-edge enterprise print, copy, and scan management technology.

Jay Rathod said, "Caltex Australia went with Konica Minolta's recommendation because of the long-term partnership as well as the obvious cost and waste reduction benefits the print management solution offered."

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The solution incorporated secure-pull printing, which meant jobs could be printed at any site by the authorised user. Documents would not print until the user was physically at the machine, eliminating the number of 'forgotten' prints and increasing security for sensitive documents.

Jay Rathod said, "Caltex Australia has a lot of employees that move between sites so it was critical that printing be made easy across the organisation. The print management solution included the connection with card readers, and Konica Minolta worked with us to ensure that all building access cards were workable across all three sites."

The solution also introduced rules-based printing to reduce the high volume of colour printing by redirecting to monochrome printing as a default. The rules-based option integrated in the print management solution also forces duplex (double-sided) printing to reduce paper use.

### **The Result**

Since implementing the solution, Caltex Australia has realised significant cost and productivity benefits including reduced costs, enhanced document security and increased workflow productivity. This initiative has also positively contributed to sustainability and environmental goals.

Caltex Australia's colour printing volume has reduced significantly and helped achieved 20% reduction in total printing related costs.

Further, jobs that are not printed within three days are automatically deleted from the system.

An estimated 200 reams of paper in the first three months were saved by not printing documents unnecessarily.

In addition, each print queue is managed on a separate server for each site, which means that users don't experience any delays waiting for print jobs because another site is printing.

Jay Rathod said, "Employees have reported that the solution is flexible and easy to use, even when they travel between sites."

"The print management solution, recommended by Konica Minolta, has delivered the costs savings required. It is robust, user-friendly, and delivers strong return on investment. The support offered by Konica Minolta has also been great."

Jay Rathod, IT Consultant,  
Caltex Australia

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