



KONICA MINOLTA



Cochlear™

Konica Minolta's Print Solution is music to Cochlear's ears



Over the years, Cochlear Limited has strived to make Professor Graeme Clark's innovative multi-channel cochlear implant commercially available all over the world. Today, it has delivered more than two decades of hearing implant innovation to over 250,000 people worldwide, Cochlear continues to grow from its foundation of success.

Last October, Cochlear relocated its global headquarters from Lane Cove to a custom built facility at Macquarie University in Sydney. Part of this move required a review and upgrade of the company's existing print fleet to meet the productivity and security needs of the organisation.

Based on the consultation methodology of Konica Minolta's Optimised Print Services, recommendations were proposed to meet the new document handling process needs of Cochlear. The solutions implemented enhanced user productivity with the ability to select the right device and software to enable advanced functionality. In addition, consolidated billing and monitoring provided for more effective and proactive management of their Konica Minolta fleet of devices.

Daniel Shorten, Service Desk Manager at Cochlear is happy with the printer rollout so far, "Konica Minolta was chosen after weighing up the features of each multifunction device from the vendors involved in the tender process. The feature set was industry leading, coupled with a strong submission that imbued confidence in Konica Minolta's ability to deliver a complex solution with tight deadlines."

"At Cochlear you will find employees frequently meeting and working around the entire building, the flexibility of Konica Minolta's 'my print manager' provides a follow-on printing functionality that has been valuable to the

business. This allows print jobs to be picked up from any machine in the building and really helps save time."

Today, the C452's functions better match the requirements of Cochlear on a productivity perspective; by utilising the PageScope Enterprise Suite (PSES) Account Manager utility the company can now consolidate its billing between the Sydney and Melbourne offices. This ensures that the company can improve its bottom line with print tracking and cost auditing tools and also allows Cochlear to be a more time efficient organisation.

Another feature of Konica Minolta's PSES for the bizhub range of multifunction devices that impressed Cochlear was the increased security around commercially sensitive documentation. This is particularly important to Cochlear as they are an R&D organisation with large amounts of privileged information. The PSES utility introduces user ID card technology for authentication (i.e. building access card) and minimises the risk of sensitive information being exposed at the printer as the print job isn't released until the user swipes their card at the device and selects the job. This not only avoids the 'print and sprint' it also reduces the amount of paper wastage as there are less uncollected print jobs left at the device.

Having proven to be such a successful implementation partner, Cochlear now plans to roll out Konica Minolta multifunction devices to the rest of its Sydney operations. Daniel Shorten said, "As we look to further consolidate our organisation with the manufacturing arm joining our new Macquarie University site later this year, we look forward to continuing our partnership with Konica Minolta."