STREAMLINING PRINT INFRASTRUCTURE:

UWA ACHIEVES EFFICIENCY AND INNOVATION WITH KONICA MINOLTA

Background

The University of Western Australia (UWA) first partnered with Konica Minolta in 2018 after a competitive tender process. Konica Minolta was chosen for its superior print solutions, exceptional service, and a comprehensive physical audit that identified inefficiencies in UWA's print infrastructure. By reducing their fleet from 1,200 devices spread across 216 models and 16 manufacturers to just under 500 standardised devices across four models, UWA achieved significant cost savings and a consistent user experience across all campuses. Five years later, as the existing fleet reached the end of its lifecycle, UWA once again turned to Konica Minolta for a refresh. Leveraging their strong partnership, UWA successfully streamlined its print offering further, adopting the latest technology while maintaining budget alignment.

Summary

Through a strong partnership built on collaborative problem-solving, innovative services, and exceptional project management, Konica Minolta enabled UWA to optimise their print infrastructure, enhance operational efficiency, and address evolving needs.

> *"The transition to Konica Minolta's solutions has been seamless, and the partnership over the years has consistently delivered value. From reducing our fleet to implementing new features like mobility print, Konica Minolta has been a vital partner in helping us achieve our goals."*
>
> — Jamie Graham Associate Director, Infrastructure and Platforms, University of Western Australia

The University of Western Australia (UWA) faced challenges with its existing printing and document management systems:

CHALLENGES

– **Initial Tender Five Years Ago:** In 2018, UWA faced significant inefficiencies with its decentralised and oversized print fleet. The university managed 1,200 printers across 216 different models and 16 manufacturers, creating challenges in fleet management, escalating costs, and inconsistent user experiences. To address these issues, UWA sought a solution to standardise and streamline their print infrastructure while minimising user disruption.

– **2024 Fleet Refresh:** By mid-2024, the aging fleet required replacement. UWA needed a cost-effective solution that would maintain operational efficiency, address evolving requirements like mobility printing, and meet the university's high standards for print quality.
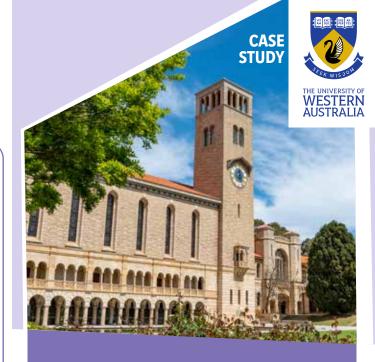
SOLUTIONS

- **Tailored Fleet Replacement:** A carefully selected mix of multifunction devices (A3 and A4), printers, and HP wide-format devices was deployed to meet the specific needs of UWA's campuses. Previously unmanaged wide-format devices were incorporated into the centralised fleet, and newer, higher-quality devices were chosen to address print quality concerns, such as removing banding issues.

- **Collaborative Virtual Audit:** To further streamline the fleet, Konica Minolta conducted a virtual audit using data from UWA IT records, Konica Minolta systems, and the onsite technician. This process identified underutilised devices for removal and overutilised ones for upgrades, ensuring the final fleet mix was both cost-effective and perfectly aligned with UWA's operational needs.

- **Innovative Services:** Konica Minolta provided value-added services, such as:

  Paper Tray Locking Mechanisms: Konica Minolta designed and custom-made perspex locks for student-facing printers to prevent unauthorised access to paper trays. These locks were modified and reused for the new fleet, reflecting both innovation and sustainability.

  Mobility Print Deployment: Konica Minolta assisted with the architectural design of PaperCut's mobility print feature. Deployed this year, this feature allows users to print directly from mobile devices to UWA printers and plotters without requiring any app, enhancing convenience for students and staff.

- **Seamless Rollout:** Konica Minolta's project management team worked closely with UWA's project managers to execute a smooth rollout. While the initial rollout five years ago involved extensive training and user education to overcome resistance, the 2024 deployment benefited from pre-configured systems, ensuring minimal downtime and immediate user adoption.

CUSTOMER BENEFITS

- **Optimised Fleet:** The refined fleet now delivers a standardised user experience, eliminated underutilised devices, and upgraded overutilised ones, resulting in a cost-effective and efficient solution.

- **Enhanced User Experience:** Incorporating features like mobility print has simplified printing for students and staff, making it easier to print directly from mobile devices without additional software.

- **Cost Efficiency:** By conducting a thorough virtual audit and leveraging data-driven insights, Konica Minolta delivered a solution that met UWA's needs while staying within budget constraints.

- **Exceptional Collaboration:** Konica Minolta's strong partnership with UWA has been integral to project success. Quarterly meetings ensure ongoing fleet optimisation, addressing issues proactively and exploring bespoke solutions like the inclusion of HP wide-format devices.

CONCLUSION

The University of Western Australia and Konica Minolta have built a partnership founded on trust, collaboration, and innovative problem-solving. Over the past five years, Konica Minolta has consistently delivered tailored solutions that align with UWA's operational goals and budget. By streamlining the print fleet, implementing new technologies, and providing outstanding project management support, Konica Minolta has helped UWA achieve significant efficiencies and position itself for continued success.

Looking ahead, UWA and Konica Minolta remain committed to exploring new opportunities to innovate and further enhance their print infrastructure.