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NOT-FOR-PROFIT ORGANISATION SCALES PRINT MANAGEMENT WITH KONICA MINOLTA AUSTRALIA AND YSOFT SAFEQ CLOUD



CHALLENGE

- Enable staff to print from any location and release jobs across multiple sites securely
- Resolve issues with the incumbent solution, including formatting errors and tray management limitations
- Reduce reliance on in-house print servers to cut costs and ease maintenance.

SOLUTION

- YSoft SAFEQ Cloud, a scalable cloud-based print management solution
- Printer hardware refresh.

CUSTOMER BENEFITS

- Reduced operational costs by eliminating in-house servers
- Empowered staff to print from anywhere and release jobs at any location securely
- Simplified campus expansion with easy printer setup and no extra infrastructure required
- Reduced IT support requests, freeing up the team for higher-priority tasks.

CHALLENGE

In 2020, the workplace saw a shift that transformed where employees worked. Remote and hybrid working models emerged; however, this created a major challenge when it came to printing, especially for organisations with multiple locations. In a high-pressure environment where every page matters, this longstanding relationship is built on performance, reliability, and exceptional service support.

For one not-for-profit, its staff members were spread across 20 locations, including schools and community consultation hubs, which increased the complexity when it came to printing important or time-sensitive documents, such as workbooks, assessments, and client-related paperwork.

Initially, the organisation was using an incumbent solution; however, this caused operational challenges. It faced in-

consistent print formatting between devices and printers, limited support for print trays, and frequent print failures due to a lack of functionality. The organisation's IT infrastructure relied on in-house servers, leading to high maintenance costs and the need for expensive hardware upgrades.



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The not-for-profit needed a cloud printing solution for its dispersed sites that would reduce complexity, costs, and maintenance.



SOLUTION

Konica Minolta Australia, a longstanding partner, was well-positioned to offer a solution. After evaluating the challenges, the team proposed YSoft SAFEQ Cloud, a secure, cloud-based print management system, as the ideal solution. While it was one of three proposals received, the not-for-profit ultimately decided on Konica Minolta Australia due to its previous strong relationship. Additionally, the solution required no extra hardware, offered a Software-as-a-Service (SaaS) solution, and was cost-effective.

As this solution had not yet been created, a proof of concept (PoC) was the first step to confirm that the proposed approach would meet all the not-for-profit's needs. A loan printer was provided for a controlled testing environment to evaluate the YSoft SAFEQ Cloud capabilities in a live environment. The PoC lasted a couple of weeks and was crucial to determine how well the cloud-based system would handle the operational requirements across the geographically dispersed locations.

The PoC provided staff and the IT team firsthand experience of how the solution addressed the challenges. During this testing period it found the new system handled formatting consistency, tray management effectively, and secure print release issues seamlessly.

While issues were expected during the integration, the Konica Minolta team ensured it was very responsive to resolving

them. One example was a printer card reader malfunctioned during transit. However, the technical support team addressed these problems quickly, even resolving some issues overnight.

After the successful PoC, the not-for-profit began the full rollout of YSoft SAFEQ Cloud. Over four weeks, the solution was deployed to all of its hubs including schools, centres, and independent living homes.

Konica Minolta Australia's team was highly supportive throughout the implementation process. Whenever technical issues arose, the team quickly troubleshooted and provided solutions, keeping the implementation on track and minimising disruptions to operations.

After the rollout, Konica Minolta Australia trained the not-for-profit's IT staff to manage daily tasks in-house without the need for ongoing external support. The training covered tasks including replacing printer card readers and adding new printers. It was well received and the team quickly moved to managing the system independently.

While the training equipped the not-for-profit's IT team to manage the system, Konica Minolta Australia continues to support new printers or unexpected issues.



CUSTOMER BENEFITS

Konica Minolta Australia's solution provided immediate and long-term benefits. The not-for-profit reduced maintenance and hardware expenses by moving from in-house servers to a cloud-based infrastructure. These savings allowed for effective reallocation of resources without compromising print capability.

Employees at the not-for-profit can now print from any location with an internet connection and collect their print jobs securely at any site. This integration with remote working practices has streamlined daily tasks and helped maintain productivity.

The not-for-profit organisation has easily scaled its operations since implementation. As new school campuses and hubs open, printers are quickly and easily connected to the system. The process is as simple as connecting the printer to the internet and adding it to the YSoft portal, with no need for additional hardware or complex configurations.

The simplified print management process has also reduced support issues for print-related problems, with printer complaints decreasing since the YSoft SAFEQ Cloud rollout; and the not-for-profit's largest printer, handling over 100,000 pages annually, rarely experiencing issues. The solution has freed up IT resources to focus on other priorities, rather than troubleshooting printer problems.

YSoft SAFEQ Cloud helps the not-for-profit organisation meet new printing demands without technical constraints, and its scalability makes it easy to integrate new sites and devices. The organisation is now exploring additional capabilities from Konica Minolta Australia, such as document storage solutions. However, for now, the focus remains on keeping the print infrastructure reliable to support the organisation's growth.