Case study

MIBFA saves money and reduces IT call-outs
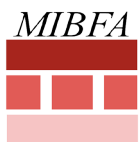
AYOH's Applied Optimisation addresses MIBFA's unmanaged desktop printers

Industry
Insurance

Objective
MIBFA wanted to manage their desktop printers

Approach
AYOH implemented their Applied Optimisation model to standardise desktop printers and put them on an SLA

MIBFA, Metal Industries Benefit Funds Administrators, administer pension, provident and sick pay funds on behalf of metal industry members. They manage collections from the employers and process claims from MIBFA members.

Established in 1994, with a staff complement of 700, MIBFA is in the top three of their industry, with 300,000 active and ±1 million inactive members.

MIBFA administers the following funds:

- Engineering Industries Pension Fund - 18-20k members
- Metal Industries Provident Fund - MIPF, 280K members
- Metal and Engineering Industries Permanent Disability Scheme
- Metal and Engineering Industries Bargaining Council Sick Pay Fund, which enhances leave benefits

The Challenge

MIBFA had a combination of networked and desktop printers. Their networked printers were managed by an SLA, but their desktop printers were unmanaged. These unmanaged desktops equated to a third of MIBFA's printing costs.

Procurement was tasked with managing consumables and this resulted in lengthy three quote processes, complicated various make and model ordering and overstocking.

There was a burden on the IT department who were trying to troubleshoot multiple brands of desktops when there was a printing issue. With no break-fix process in place, printers were more than often replaced rather than repaired resulting in a printer graveyard, another procurement process and unnecessary spend. This also had a knock-on effect of consumables being stocked for printers no longer in the fleet.

These desktops also varied in make, model and functionality. Some had the ability to scan, copy and fax while other users could only print.

Initially, MIBFA wanted to force users to use the network printers, but realised that this would affect productivity, especially of the call centre staff.

MIBFA had tried to implement a paperless environment without success. They are also in the process of moving from a mainframe to server-based, cloud systems, to make better use of current technology.

an independent study showed that

24%

of IT helpdesk calls

are printer related

The Solution

Implementing their Applied Optimisation model, AYOH replaced all devices over a year old with a standardised HP model, the HP OfficeJet Pro 8730 All-in-One Printer. All users now have access to full functionality (print/scan/copy).

These desktop devices are all on an HP SLA including Break Fix Support and Consumables.

Benefits

MIBFA now has a single model of desktop printer, and a single point of contact to address any issues that might arise.

They are saving a lot of money on consumables, based on HP's contractual discounted pricing.

The solution has removed the burden from their IT department, with HP Technical Support dealing with all desktop device issues on a Full Service Break-Fix SLA. In future, there will be a reduction in downtime due to HP Remote Management and proactive alerts.

MIBFA Procurement has 3 less suppliers to administer, an average of 3 less procurement processes per month and a managed consumable distribution channel.

MIBFA have reduced the impact of wastage of ink and toner and are now part of the HP Global Recycling Program.

Their monthly consumable costs of R47 000 have been reduced by 8% on a solution that is now fully managed.

Taking into account the reduction of wasted consumable purchases and the elimination of ad-hoc printer purchases, the saving over the 36 month contract period equates to R684 000.

Future Plans

Ayoh Applied Optimisation
- Vested interest in spending time in our client's business to discover and implement future cost saving exercises
- Design and optimize print strategy
- Investigate, recommend and implement roll-out of print management solution.
- Identify document intensive workflows which can be improved, digitized or streamlined with effective document management.

Print Policy and Print Management

- Reduce Overall amount of prints.
- Ensure high volume jobs routed to most cost-effective machines.
- Eliminate abuse
- More accurate billing to cost centres

Data Driven Decisions

- Reduce amount of print devices in next contract cycle.

Learn more at
ayoh.co.za

Customer solution at a glance

Hardware
HP OfficeJet Pro 8730 All-in-One Printer

Services
HP SLA including Break Fix Support and Consumables

Savings

Their monthly printing costs of R47 000 have been reduced by

8%

Over the 36 month contract period this will save MIBFA

R684 000

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