

THE CHALLENGE

Our client is a market leading provider of professional education and continuing professional development in Australia.

- Due to growth through acquisitions over the years, the client was dealing with a multitude of vendors for their multifunctional devices (MFD) fleet, with various rental, lease and purchase arrangements, maintenance costs and contractual terms.
- The client needed help with their whole fleet in order to streamline their fleet to one or two preferred vendors over time, understand the most suitable procurement strategy, negotiate better rates and service levels, and explore new functionalities and software that they could harness to deliver business efficiencies and benefit staff and students.



OUR APPROACH

- Adroit collected all existing contracts, print volumes, cost benchmarks and user requirements to ascertain the current position, and the minimum technical specifications. The level of expected service from suppliers was detailed, and a wish-list of business processes that could be improved through leveraging MFD technology was created with significant input from users.
- Through separate requests for information (RFI) and quotation (RFQ) processes, we also identified the required software that could either bolt-on or come integrated into the MFDs.
- The most appropriate vendors and solutions with the best value proposition were selected through our detailed analysis and tendering processes.
- By running interviews and focus groups with the users and management, we established their key imperatives and the elements to be incorporated into their corporate policy.
- We reviewed their in-house vs. outsourced digital printing options to ensure that practicalities such as delivery windows and security concerns were addressed and that all cost components were accurately and comprehensively captured in the analysis.

CLIENT BENEFITS

- Total cost of ownership was reduced by 22% as a result of savings on maintenance and finance costs, as well as selective outsourcing of certain digital printing requirements.
- Total capacity of machines was increased by 18% given the higher specifications of the replacement machines.
- Increased capacity by 50% was achieved in areas where printing was outsourced and at reduced costs.
- A preferred-vendor policy was put in place, with clear corporate procurement policies to cover future fleet development.
- The client obtained an inventory of sourced software options that could improve their internal business processes, that they could implement according to their priorities.

