



Company

Wingham Beef Exports

Sector

Beef Exports

Location

Wingham, NSW



WBE enjoys beefed up administration systems

Not far from Taree, on New South Wales' mid-North Coast, lies Wingham, a town known for its beautifully restored federation buildings, cafes and craft centres.

It's also well known for Wingham Beef Exports (WBE), one of the mid-North Coast's largest employers with over 300 staff, and a major contributor to the region's commercial activities.

The management of WBE was committed to growing the company by as much as 20 percent in the near future, but there were several impediments to its efficient operations, and an analysis was established to find where they existed.

Business challenges and scenario

Wingham Beef Exports contacted Viatek, the region's authorised Fuji Xerox Australia dealership, to examine where the company's administrative operations might be improved.

Among the inefficiencies discovered were the company's documentation processes, which not only consumed more staff time and effort than necessary, but many of the costs of the company were not accurately allocated.

A review of Wingham Beef Exports' document printing and copying environment established that it was not cost effective. Visible "above the line" costs for items such as hardware, toner and inks, paper, click charges, service, power and telephone charges were not attributed. Nor were the "below the line" hidden costs for a large proportion of the overall running costs of the company.

Among these were IT support and infrastructure, administration and purchasing, document production and management, which contributed to more than 90 percent of the overall print costs for Wingham Beef Exports.

It soon became evident that there were far too many printers in a single office site, and many of them were not suitable for the work required of them. Some copiers were inefficient, or simply did not work at all, and there was no system in place to keep track of consumables. A large number of ink cartridges were wasted because printers were no longer used, or cartridges had been misplaced or expired. It was almost impossible to track, monitor and measure their costs accurately.

Challenge

- Inefficient documentation processes consumed more staff time and effort than necessary.
- Above and below the line printing costs were not visible and were unable to be accurately allocated.

Solution

- Document Management solution
- Managed Print Service solution
- Fuji Xerox multifunction device

Benefits

- Streamlined document workflows improved staff productivity
- Reduced running costs through Managed Print Services
- MPS simplifies service and maintenance
- Increased staff satisfaction due to ease of complete solution



Solution

Viatek reported to WBE that the most appropriate course of action was to implement a managed print service. It also pointed out that the total costs of the company's ongoing print requirements could be noticeably reduced by using an MPS system.

Viatek's suggested solution involved a customised installation designed around the key requirements of the office, including a multifunction device to bring greater work efficiencies for staff, a more streamlined administrative operations flow, and reportable time and cost savings.

The installation of both a multifunction device and new document management software was structured so that it didn't affect the availability of printing devices or impinge on the daily routines of staff members.

Benefit: Streamlined workflows improved staff productivity

Following the installation, it was apparent almost immediately that efficiency amongst Wingham Beef office staff had increased, and their administrative duties had been significantly simplified and streamlined.

In fact, they even noted an increase in the productivity of the stockyard due to improved documentation processes freeing up time previously wasted on convoluted document trails.

It was apparent in many small details, according to Mark Mountford, IT manager at Wingham Beef Exports. "One of our workers quickly became reliant on the internal stapling feature of the multifunction device (MFD), and was mortified when it required refilling, as this simple function had reduced his office labour time by 90 percent. Something so trivial had reduced a menial task for our employees and increased morale and productivity."

“ It allowed us to build a much more personal relationship with Viatek and proved very reassuring throughout the initial stages and well beyond the installation of the MPS system. ”

– Chris Black
Administration Manager
Wingham Beef Exports

Benefit: Reduced running costs through Managed Print Service

The managed print service rapidly brought to light the company's expenses trail and highlighted cost savings, so that steps could be taken to remedy them. It also enabled the company to tackle tasks otherwise outsourced.

"The MPS service has met all financial goals that were originally projected, and beyond," said administration manager Chris Black. "We are now able to print marketing material in-house, which has saved us a considerable amount of time and money, as we no longer need to outsource the work. We are also able to adequately track all outgoing print costs and consumables – it's all consolidated and bundled together. We could not be happier with our decision."

Benefit: MPS simplifies service and maintenance

The management of the complete system is also simpler because of the single point of contact with Viatek. The service and maintenance schedule is prepared to suit WBE's administrative routine, and can be easily adapted.

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Benefit: Increased staff satisfaction

WBE management has noticed the improvements in staff productivity, and have been very impressed with the Managed Print Services system's ability to adapt to specific requirements in the company's operations. That impact on Wingham Beef's office environment has earned the printer a nickname – The Pleasure Machine – from the staff.

"There are just no longer any more headaches when it comes to our print environment," said Mark Mountford. "We don't even have to worry about ordering consumables. They are delivered efficiently with pre-arranged regularity."

With beefed up administrative skills and systems in place, Wingham Beef Exports can look forward to meeting its growth projections for the future with relish.

About Fuji Xerox Australia

Fuji Xerox Australia is a world leading enterprise for business and document management services. Through its broad portfolio of document technology, services, software and supplies, Fuji Xerox Australia provides essential back-office support that clears the way for customers to focus on their core business. With awards from the United Nations and the Banksia Environmental Foundation, Fuji Xerox Australia is well recognised for its commitment to sustainability.

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