

Amcor Ltd is one of the world's top 3 global packaging companies with its group Headquarters in Melbourne Australia. It operates in 34 countries worldwide with 217 manufacturing sites and 24,000 employees. Within Europe its Flexible packaging division, Amcor Flexibles was formed in 2001 as a result of major acquisitions in the UK and Europe, and has its headquarters in Brussels. It is a leading supplier of flexible packaging for the food, beverages and healthcare sectors. An important element of Amcor's leadership strategy is product innovation and development so that they can keep meeting the needs of a changing world.

In late 2005, the Global IT Infrastructure Director at Amcor Flexibles undertook a feasibility study with regards to developing a MFP strategy to replace the existing analogue photocopiers at their 12 UK sites. He also wanted to implement a standardised supply policy which would put in place a standardised blue-print for high quality document output and workflow. In addition by standardising and combining purchasing this would lead to more competitive purchasing pricing.

Firstly, Amcor Flexibles considered whether MFPs would actually improve document output and workflow. In order to do this they asked IOT, as an existing supplier to one of their sites, to present to them the potential benefits that MFP deployment could bring. We were able to explain how a single, high speed device which combines copying, printing and scanning would revolutionise office processes and efficiency. They were particularly interested in the way in which high speed network scanning, in A4, A3 duplex and colour could aid communication within such a geographically diverse business and customer base. We were also able to highlight the cost savings in terms of document output and internal labour that MFPs would bring.

Secondly, due to the number of manufacturers that produce MFPs and the extensive range of devices available, they undertook a major benchmarking exercise to find the best hardware available. It was also important that they ensured that there was compatibility with Amcor Flexibles data network and SAP system. A short-list of three manufacturers was drawn up, and one device from each manufacturer was placed at a selected trial site. IOT were asked to participate in this process with Ricoh equipment. When the project concluded at the start of 2006, Amcor Flexibles found that the Ricoh device was a clear winner over its rivals from Canon and Toshiba and adopted Ricoh as its preferred MFP product.

Thirdly, Amcor Flexibles wanted to ensure that service delivery to a fleet of MFPs was of the highest quality. They felt that the quality of service to photocopiers had always been important, but with the implementation of a highly integrated device, that service levels and I.T skills would become of higher importance. As an existing supplier, Amcor Flexibles could easily compare our service levels against those of other suppliers in the UK. As the existing site were so impressed with our high service standards and that we proved our I.T skills during the benchmarking process, we were chosen as supply partner for the UK.

Since the start of 2006, whenever a copier/printer renewal is required at an Amcor Flexibles UK site, we have carried out a site survey in conjunction with Amcor Flexibles IT department to confirm the suitability of an MFP placement, and have put forward our recommendations and business case for appropriate solutions. This includes an analysis of cost savings that can ensue from migrating existing print flows to the MFP rather than existing traditional laser printers.

After just one year of the project, we have placed MFPs into nearly half of Amcor Flexibles UK sites. With a couple of exceptions, all the machines have been fully configured to print, scan, copy and fax and have been fitted with additional paper supplies and staple finishers to aid productivity. However, when the location does not require this full specification, we tailor the solution accordingly - either to print, scan and copy or just to copy and fax. The devices supplied have ranged in size from small workgroup machines through to mid to high volume machines capable of serving many more users, and have been a mixture of both mono and colour devices, again depending on the needs of each individual location. We provide full training for all users at a site on installation, and follow this up with on-going training as and when requested by the users.

Over the next few years, we shall be working closely with Amcor Flexibles as the renewal cycle of their various copiers, printers and fax machines comes round to different sites. We shall continue to provide them with the best value solutions available, and to maintain all the equipment supplied to our highest standards.

Find out how IOT plc can help your business. Call: 01924 823 455 or Email: enquiries@iotplc.com



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