



Case Study

WPIL LIMITED

Managed Copying and Printing



WPIL Limited

Customer: WPIL Limited

Customer Size : 500+

Vertical: Engineering/
Manufacturing

Requirements:

- Reduction in printing cost
- Hassle free maintenance
- Less wasteful printing
- Single invoice Settlement

Solution Provided:

- Rental of four MFDs
- Creation of workgroups
- Shift to OPEX model
- Single invoice

Somnetics' Managed Printing Gives WPIL Hassle Free, Cost Effective Printing

“Their service has contributed a lot in reduction of maintenance and operational hassles and also, a good deal of capital expenses”

S. Majumder, Asst. Manager - HR & Admin

For the last 60 years, WPIL has been a known name in designing, developing, manufacturing, erecting, commissioning and servicing of pumps & pumping systems. It boasts of partnership with some of the leading manufacturers such as Johnston Pumps For Vertical Turbines, Hayward Taylor for Submersibles and Worthington for Horizontals. The workflow in its registered office, situated in Topsia, Kolkata involves heavy usage of printers with requirement for constant photocopying and printing. Its other branch in Sodepur is not free from excess generation of hardcopy either. With the breakdown of the two machines purchased from different brands, they preferred a rental scheme to do away with the maintenance hassles and high cost.

Business Needs

WPIL had previously purchased two machines of different brands, installing one at each branch. “Although it was working fine and giving good results, the

end output or ROI was not satisfactory as a lot of money used to be wasted on maintenance. Handling machine breakdowns, tracking exhaustion and

stock of toners and cartridge were also difficult as there was no dedicated operator to handle the operation of the devices.” said S. Majumder, Asst. Manager - HR & Admin. Yet another issue was the high print volume that could not be supported by the machines. More than 300 prints per day of various capacities led to frequent breakdown and reduced the life of the devices. After the machines broke down, WPIL wanted to outsource the entire printing hassle. “We knew that buying was not an option anymore as that would limit the scope of outsourcing. After purchasing, all that we could do is employ a professional and make him handle the printing jobs. However, although that would have given a hassle free printing environment at our end, it would not have curtailed the rising cost of printing and device maintenance. We also did not know which machine would be best suited for our office and existing printing practices and apprehended a bad investment for the second time” he added. Somnetics’ rental service was therefore a good option to resort to as it did not involve any investment on the part of the Client, apart from the operational expenses and rental price.

Solutions

Somnetics studied the printing requirement of WPIL and rounded off a daily production of about 500 prints per day covering both the branches. Three MFDs were given out on rent, with two installed in the Topsia branch and one in the Sodepur branch. Two workgroups were created in the Topsia branch with one machine looking after the printing requirement of each. A centralized printing environment was implemented in its registered office. An operator was appointed to look after the maintenance, resolve issues and manage consumables. “The managed printing and copying solution provided by Somnetics, completely reduced all hassles pertained to operations and functioning. We were also relieved from certain problems like losing track on toners, cartridge and consumables as a single person looked after all these matters” said S. Majumder. It took only two days to complete the entire set-up and since 2010. The three machines that were installed in the first phase are functioning efficiently till date.

However, in the end of 2014, the printing requirement of Topsia branch aggravated by 20% to create a requirement for a new device. A new machine was installed to cater to their growing requirement. The organization now freely produces more than 10,000 prints from each machine.

Benefits

•The managed printing and copying solution provided by Somnetics enabled WPIL to do away with all hassles related to machine maintenance. It saved the organization from investing on four high-end machines and then spend redundantly on their maintenance and purchase of toners and consumables. “Instead of settling multiple invoices related to purchase and maintenance, we now have to settle a single invoice from a single vendor at the end of the month. This reduces confusion related to billing” says S. Majumder. This solution saves a lot of administrative time that used to be previously consumed wastefully due to printer maintenance. This time can now be utilized for better administrative purpose. It has also saved a lot of money as they need to pay nothing more than the basic rental amount and that of the minimum commitment at the end of the month.

“System maintenance, issue resolution, consumable management are all well managed by Somnetics and we are highly satisfied with their service.”