



**Company**

Boehringer Ingelheim

**Sector**

Pharmaceutical

**Location**

Sydney, NSW



## Boehringer Ingelheim discovers a remedy for print pain

The Boehringer Ingelheim group is one of the world's 20 leading pharmaceutical companies. Headquartered in Ingelheim, Germany, it operates globally with 142 affiliates in 50 countries and more than 42,000 employees.

Since it was founded in 1885, the family-owned company has been committed to researching, developing, manufacturing and marketing novel products of high therapeutic value for human and veterinary medicine.

In Australia and New Zealand, Boehringer Ingelheim employs around 400 staff and is active in the areas of Prescription Medicine, Consumer Health Care and Animal Health.

The company's office in Sydney is focused primarily on market development, says Joe Helo, IS manager for Australia and New Zealand. "The majority of our staff are in sales and marketing. We do some research here, but not in laboratories – we do mainly stage four clinical trials."

The local company has a heavy dependence on accurate and timely documents for its research area, as well as communications with the medical fraternity.

"Our medical and clinical departments print a lot of protocols, research papers, correspondence, email documentation and so on because everything has to be kept and filed for legal requirements. The printing needs for those two departments are huge," says Joe Helo. "Other departments, like sales and marketing, print a great volume of presentations, as well as specialised materials like booklets, brochures, invitations and other marketing collateral. We also have other general office printing that needs to be done. Our print volume is very high – we print hundreds of thousands of pages every month."

### Business challenge and scenario

Achieving those volumes, however, had become a nightmare. Employees' print needs were met on an *ad hoc* basis, with little regard for a structured technology path.

### Challenges

- Boehringer Ingelheim's unstructured and ad hoc print capabilities were wasting money and resources and causing performance issues such as paper jams and poor print quality
- A lack of security for employees who handled confidential documents

### Solution

- Image Gateway for Apeos that includes secure print and scan on demand; the Rightfax solution; and a tracking and reporting solution
- 18 ApeosPort-IV multifunction devices

### Benefits

- Device consolidation improves quality
- Rightfax streamlines processes and saves time
- Print-release system reduces costs
- Security printing is now guaranteed
- Easy tracking and reporting enables better understanding of print budget

## “ We keep a track of how much we save. The last report I saw said that we had saved about 50,000 pages... ”

– Joe Helo  
IS Manager, Australia & New Zealand  
Boehringer Ingelheim

“Our main problem was the number of devices we had in place here, and they were mostly for personal use, with very little sharing. We found that when there was a bottleneck we were just adding more small printers. The age of a number of the machines was also an issue. Some of them were from the 1980s, so we had separate printers, copiers and fax machines, and parts and maintenance for them were very expensive,” explains Joe.

Not only was it unstructured, but the company’s print capabilities were wasting money and resources. A great deal of printing was done unnecessarily, burning excess power, wasting paper and toner, and causing performance issues such as paper jams and poor print quality.

“I know we were wasting a lot of print with our old system,” says Joe. “All we had to do was go to a print station and we could see all the pages that were printed and not collected. Every printer had a big pile of paper around it.”

Compounding this situation was the lack of security for employees who handled confidential documents. There was no guarantee that documents erroneously printed would not be seen by unauthorised people.

“These were drivers for us to decide that if we were going to consolidate devices we should integrate them with the latest technologies. And we also wanted to introduce the principles of follow-me print for our various departments,” says Joe.

He concluded that Boehringer Ingelheim’s Sydney offices needed to implement a strategic documentation solution that would not only provide higher quality print in both colour and back-and-white, but a fully integrated software network that could deliver true document security, provide detailed reports of all printing done by all employees, and cut the waste of resources and money so apparent in the company’s infrastructure. He put the company’s needs out to open tender.

### Solution

After due consideration, Boehringer Ingelheim contracted Fuji Xerox Australia to install new print devices and an integrated software solution to deliver secure print as required.

Says Joe, “We needed decent software that could offer printing at any device, and could scan secure printing, and send it to the printer but be able to delete it before printing it if necessary. We were very particular about that request. While other vendors could offer those facilities, only Fuji Xerox Australia could offer its own built-in solution. The others required third party participation and extra complexity, which we didn’t want.”

Fuji Xerox Australia installed 18 multifunction ApeosPort-IV devices to replace the company’s hotchpotch of old printers, copiers and fax machines.

### Benefit: Device consolidation improves quality

The changes in print operations were significant, but so were the results.

“We met our two primary objectives,” claims Joe Helos. “We reduced the number of devices from over 50 to 18. We got rid of that notion of departmental printing, and we now have secure printing. We also have state of the art printing in terms of quality.

“Like any change, it created some reluctance in some staff, but the way the project was run it was very inclusive, with champions from every department selling the idea to their colleagues and preparing them for it. Fuji Xerox Australia provided training for the champions, and they were on hand when we went live to assist people as they needed help, which we did floor by floor to stagger it. So the change management was effective.”

### Benefit: Rightfax streamlines processes and saves time

Boehringer Ingelheim uses faxes for invitations and information guides to doctors. Those were previously done manually, but the new system has been integrated with its Rightfax solution and sends them electronically, saving considerable time for staff.

“More importantly, when faxes are sent to us, they arrive in a database where we don’t need to re-enter the data and they can be sorted electronically. We don’t need to print them unnecessarily,” says Joe. “In our previous system we had to build a contact list in every printer. Our contact list is huge. We can now use a centralised contact list database, so wherever you go in the building you can access your contact list and details easily. That is an enormous time saver for some of our staff.”

### Benefit: Print-release system reduces costs

The company has also accrued large savings in its print budget through reductions in wasted, or unused print. Joe Helos pointed to a recent report showing a 29 percent reduction in printed documents which had previously sat uncollected at the device.

“We keep a track of how much we save,” he says. “The last report I saw said that we had saved about 50,000 pages, including the initial trial period.

“The print-release function is a very effective solution. For instance, when I have a meeting I can send all the material I need to the printer, and only print what I need at the last minute, instead of printing everything.”

Joe has found Fuji Xerox Australia open to ideas about how the total solution could be improved.

“There were a few things we discovered after the installation where we thought it would be more convenient to do it another way. We took those suggestions to Fuji Xerox Australia, and they were happy to make changes and adjustments to the system to suit us. Now they’ve incorporated some of those changes into the software so that all their customers benefit from our ideas.”

Sounds like technology remedies worth bottling.

### 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.

For more information, visit [www.fujixerox.com.au](http://www.fujixerox.com.au) or [www.fxasustainability.com.au](http://www.fxasustainability.com.au)



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