



Company

Pitcher Partners

Sector

Accounting

Location

Nationwide



**PITCHER
PARTNERS**

Service that doesn't stop.

Leigh Webster found out firsthand that Colour Smart Solutions' interest in its clients doesn't evaporate the moment a sale is made.

"We had a situation last year where a pipe burst and water leaked all through a printer," says Leigh, who is infrastructure manager for Pitcher Partners in Sydney.

Leigh immediately called Colour Smart Solution's director, Bryan Murphy.

"We needed Bryan's help to replace the printer as soon as possible. And he was right on it, helping us navigate everything involved in getting that replacement. Bryan is very heavily involved with his clients. He'll look after them and make them happy right through the relationship."

The widest possible range of answers

Leigh had worked with Bryan in the past, which was one reason Colour Smart Solutions was invited to tender when the lease on Pitcher Partner's existing equipment expired.

The firm had used the opportunity to think about what they wanted from their office equipment. It had overarching requirements like boosting productivity and keeping costs down. But there were also department-specific needs. Marketing, for instance, wanted to be able to print their promotional material in-house.

The combination of general and specific needs meant there was a wide range of requirements in the brief. The firm hit a few dead ends when some providers didn't have access to the full range of solutions Pitcher Partners needed.

The Solution

- 9 x Konica Minolta Bizhub Colour Multifunctional devices
- Y-Soft print management and follow-me printing software.

The Benefits

1. Time saving
2. Improved access, reduced errors
3. Smarter workflow
4. Perfect visibility
5. Reduced equipment costs
6. Producing marketing materials in-house.

“I knew the level of communication and service I could expect from Bryan,” Leigh says. “He puts the client’s business first and foremost. He finds out what exactly they do and what they want to achieve. Then he finds the best possible solution that fits their budget and meets their business requirements — not just now but for the next three to five years, depending on their strategy.”

The biggest challenge

A colossal amount of paper passes through Pitcher Partners’ office every day. Handling and filing these documents securely was a headache, especially as they must be available instantly if needed for a client. Fast scanning and integration with Pitcher Partner’s document management system were essential.

“We wanted to be able to scan a document straight into our filing system,” says Leigh. “It had to be editable and easily searchable so that we could work more effectively. Colour Smart Solutions was able to offer us a wider range of options than we saw elsewhere.”

Managing costs

Historically, printing at Pitcher Partners came out of the IT budget. Rising costs, especially because of more (and often unnecessary) colour printing, was something Leigh wanted to be able to manage.

“Accurately capturing and allocating these print costs to the appropriate departmental cost centre was a feature we were eager to address,” he says.

Hailing the Benefits

1. Time saving

Paperwork can be scanned on arrival at the firm and at twice the speed of the old equipment. “The staff are particularly delighted with this increase in scanning speed,” says Leigh.

2. Improved access, reduced errors

Files are automatically available digitally to anyone in the firm who needs them. Productivity is up, the risk of mishandling documents is down.

3. Smarter workflow

‘Scan to Me’ means the equipment knows who is using it, so it can offer them personalised options like showing their own email address first when scanning. “It’s another big winner with the staff,” says Leigh. “If you’ve ever worked with a big internal address book, you know how much time something like this saves.”

4. Perfect visibility

Y-Soft records all print costs and allocates them to users and departments so that they can manage their own costs. Printing no longer comes out of the IT budget, allowing for closer scrutiny of print costs and investment in other IT projects.

5. Reduced equipment costs

Follow-Me Print means staff can use any of Pitcher Partners’ nine Konica Minolta MFPs over three office floors. This means the firm needs fewer machines and it has cut down on waste printing.

6. Producing marketing materials in-house

Konica Minolta’s patented Simitri Toner technology allows Pitcher Partners’ marketing team to print high-quality marketing material whenever they need it. This includes large double-sided folded documents. Now the team can turn projects around faster and cut back on the cost of external printers. “The marketing team were impressed they could have documents printed to a high standard and folded in-house,” says Leigh.

