



Company
UBER

Sector
Technology

Location
Nationwide



UBER

UBER: Matching Uber's World-Beating Pace

When you think of Uber, you're likely to think of speed, convenience and competitiveness. It's quite a compliment when you find out that's how Uber thinks of you.

The statistics on Uber's worldwide growth since 2009 will make your head spin. Just in our part of the world, Uber went from a standing start to opening offices in six cities in six months. A company like that knows what it's talking about when it praises one of its suppliers for being nimble and fast-acting.

"Having an established yet nimble provider that can react fast to the rapidly changing business environment was our priority," says Martin Rollyman, Uber APAC Workplace Manager about Uber's search for a print solutions supplier. "Colour Smart Solutions was immediately able to demonstrate their value with industry knowledge, advice and prompt response in what was a new marketplace for us. They've been a fantastic asset to our AUS/NZ business."

The Uber Challenge

Opening offices initially at a rate of one a month in Australia and New Zealand — and overseeing the projects from the Singapore regional office — meant Uber needed a standardised solution. They needed to be able to take an agreed solution and duplicate it quickly when they opened a new office. Being nimble and having the ability to react fast worked strongly in Colour Smart Solution's favour.

"As this was a new market for us, anticipating the functionality, speed and size that we would require at each site was something we relied on from Bryan and his team at Colour Smart Solutions", says Martin. "We didn't feel our requirements were overly complex, but it was important to get the correct solution from the start, which has allowed us to standardise this model and confidently incorporate this into our plans for each new office".

The Solution

1. A Konica Minolta Bizhub C284e colour MFP with staple finisher at each new office location
2. 10-days from first contact to installation, including executing contracts between Australia and Uber Regional Head Office in Singapore.

The Benefits

1. Standardised equipment for ease of ordering, maintenance and support
2. Fast turnaround
3. Excellent print quality
4. Fast scanning
5. Smooth administrative billing process.
6. Partnerships with Uber's existing IT providers.

Consultation

One of the differences clients talk about when working with Colour Smart Solutions is the quality of the advice we offer.

For Uber, we sat down with them and their Australian-based IT Managed Service Partner. We asked about:

- The number of people who would be working in the offices
- What sort of work they would be doing
- Uber's growth plans, including how many offices it imaged having in each state.

Taking these and other pieces of information into account, we recommended a single Konica Minolta Bizhub C284e with stapler at each location.

The 10-day Challenge

Uber agreed with our recommendation. The only thing left was to set up systems between us to make sure we could match their world-famous pace.

"Finding a partner who is nimble and can react quickly to our needs was an important element of this decision for Uber," says Martin.

We pride ourselves on just that. We made sure we would be ready to install our equipment within 10 days of getting word from Martin in Singapore that Uber was opening a new office anywhere in Australia or New Zealand. That included executing all the necessary paperwork.

Hailing the Benefits

1. No delays

Moving fast means having suppliers who can move at the same speed. Uber can now push a button to have their new offices equipped in no more than 10 days.

2. Excellent quality

Uber has not sacrificed quality for speed. Their Konica Minolta machines use patented Simitri toner technology to deliver high-quality printing consistently in every office.

3. Fast scanning

To grow at Uber's pace, your staff have to work fast. Scanning speed was highly important to Uber's people. Their Konica Minolta Bizhub machines scan at 80 pages a minute (160ipm), a significant productivity benefit for Uber.

4. Smooth billing

With Uber's regional head office in Singapore responsible for expenses in Australia and New Zealand, accurate billing and a transparent process was essential. We bill to an agreed schedule and format, which simplifies accounting for Uber.

5. Partnering with IT managed service providers

Uber already had an IT managed service provider. They wanted a print solutions provider willing to partner with the provider. This was simple for us. We are flexible and often work in partnership with IT managed service providers. The fact that we have a well-established partner program ourselves was seen by Martin as a great benefit, offering serious peace of mind about ongoing service support.

Do you feel the need for speed?

Colour Smart Solutions offers managed print services to companies ranging in size from five-person offices to, well, Uber. If you're looking for great advice and quality print solutions you can rely on, call us.

