Farmila-Théa Farmaceutici can now print faster thanks to NUMERO 10

Pharmaceutical company turns to HP partner for integrated management of its printers and copiers

Industry
Pharmaceuticals

Objective
To make document management more effective and efficient, using more innovative technologies, optimising monitoring and maintenance of the fleet of machines and completely eliminating stocks of consumables

Approach
Working with an HP partner to acquire all the machines under an operating lease, transforming capital expenditure into operating expenditure, and using a Managed Print Services contract to relieve the IT department of maintenance and supply activities

IT matters
• NUMERO 10's Managed Print Services contract has simplified all the management tasks, freeing up time and IT resources

• HP OfficeJet Pro X inkjet technology has brought 40 per cent savings on energy consumption

• Thanks to the 'turnkey' contract, cost per copy has fallen by 30 per cent

Business matters
• The use of inkjet technology has led to the achievement of quality and sustainability certifications within sterile laboratory environments

• Integrated consumables management is a more eco-friendly approach

• The new machines immediately met users' quality and speed requirements

O Théa

> "Having NUMERO 10 manage all our printers and photocopiers has simplified our life a great deal, and HP technology saves on the cost of consumables and energy."

– Giuseppe Rosario Bungaro, IT manager, Farmila-Théa Farmaceutici

Farmila-Théa Farmaceutici upgraded its printer fleet on the advice of NUMERO 10, choosing HP OfficeJet Pro PageWide technology and a Managed Print Services contract

As part of a programme of technological renovation, the production side of pharmaceutical company Farmila-Théa Farmaceutici carried out a thorough examination of its document management solutions. At the end of the analysis it chose NUMERO 10, who offered HP printing technology and a 'turnkey' solution for maintenance and consumables.

Challenge

A seven-way choice

Farmila-Théa Farmaceutici is a historic pharmaceutical company specialising in making products for the ophthalmic industry. In 2002 it was acquired by the French multinational Théa. The Group built an important production centre in Italy that has received significant investment and, thanks to expansion and modernisation, has become one of the best performing factories in Europe.

In 2012, the Italian business was split into two separate companies: Farmila-Théa Farmaceutici S.p.A. – for the development and production of eye drops, gels and ointments for the Théa group and third-party customers – and Théa Pharma S.p.A. – responsible for marketing the group's products in Italy.

As part of the plans to expand and upgrade the technology across all business functions, Théa also wanted to improve the efficiency of its document management.

"We started with a situation that over the years had become increasingly unsustainable," says Giuseppe Rosario Bungaro, IT manager at Farmila-Théa Farmaceutici. "We had two different suppliers for printers and copiers, and above all a fleet that was too fragmented, which forced us to make significant investments in our spare parts and consumables stores and drained significant resources from the IT department for monitoring and maintenance."

Farmila-Théa therefore began to carry out thorough research on the offerings available in the market, looking at a total of seven different suppliers across hardware and services.

At the end of the research process, the company opted for NUMERO 10's proposal, which turned out to be more competitive in many different areas. "The combination of NUMERO 10's services and HP technology was highly convincing," says Bungaro. "In particular, we were very impressed by the low environmental impact of OfficeJet Pro X printers – which perform as well as a laser printers but have much lower emissions and are suited to the sterile environment in our laboratories – as well as the comprehensive nature and convenience of NUMERO 10's offering."

Farmila-Théa had a range of objectives. The key aspect of document management at the company is printing production orders and lab graphs, which are produced daily and used to obtain the necessary quality certifications, which for the pharmaceutical industry are numerous and very exacting. The first requirement was therefore quality, as well as business continuity. Equal importance was also given to sustainability and emissions, since some of the devices would have to be used in sterile environments.

Last but not least, there was the overall management of the fleet: Farmila-Théa needed to simplify both maintenance and supply activities, which, due to the ageing and unplanned growth of the fleet of printers and copiers had become too burdensome.

Solution

A portal that takes care of everything
Having selected its partner, Farmila-Théa began to work with NUMERO 10 to upgrade and redevelop its document management systems. The solution hinges on the portal that the pharma company's IT staff can use to manage the whole fleet, monitor their functionality (allowing for proactive maintenance) and independently re-order spare parts and consumables.

Dino Invernizzi, sales director at NUMERO 10 said: "The customer's need to manage the fleet of machines intelligently was met through our Print & Copy formula, based on HP Managed Print Services and the operating lease that we offered to Farmila-Théa. The assessment phase with the client enabled us to select the right models for each team, installing inkjet units suited to small teams, as well as multi-department machines and a number of multifunction laser printers."

Thanks to the rental arrangement, Farmila-Théa was able to completely overhaul its fleet of printers, acquiring more than 30 new, traditional laser and multifunction machines, without adding any fixed costs.

The technology chosen – including HP PageWide on twenty OfficeJet Pro X451DW machines – offered a leap forward in terms of performance and lower consumption, while at the same time allowing for standardised stocks of consumables.

"Together with NUMERO 10, we came up with a management model tailored to our requirements," says Bungaro. "Using their portal we can keep an eye on all the machines, which automatically inform us by email when a cartridge or toner runs out. We then make the replacement and re-order the materials. NUMERO 10 also handles the removal of used items for free."

Benefits

Easier, more efficient
After installing the new fleet and activating the 36-month service in just a few days, Farmila-Théa was able to begin enjoying the many benefits of their new printing technology immediately.

According to Bungaro, "By streamlining the fleet intelligently, we massively simplified the entire management function, including maintenance, supplies of consumables and user assistance."

Customer solution at a glance

Applications
Printing production orders and laboratory graphs
Managing tax and administrative documents

Hardware
• HP LaserJet CM4540 MFP
• HP LaserJet Enterprise M725F MFP
• HP OfficeJet Pro X551DW
• HP OfficeJet Pro X451DW
• HP OfficeJet 7500A AIO A3

HP services
• Managed Print Services
• Operating lease

"This meant we were able to free up precious resources for our IT department. But the tangible advantages also extended to energy use, where we have seen an average reduction of 40 per cent (compared to previous models) and in terms of cost per copy, which, thanks to the all-inclusive contract with NUMERO 10, has been cut by 30 per cent."

The uniformity of the new fleet has also ensured better business continuity, thanks to a reserve unit which is always on hand to replace broken down machines, as well as the 'next business day' assistance contract signed with NUMERO 10.

"The advantages of the OfficeJet Pro X, together with NUMERO 10's experience in devising simple solutions with a low cost-per-copy, have allowed us to outperform very stiff competition in the managed print services sector."

– Dino Invernizzi, sales director, NUMERO 10

"The potential of the portal that NUMERO 10 has given us also enabled us to personalise control of the printers," Bungaro said. "For example, some departments can only print in black and white even on colour machines, or we can assign units to different teams by using simple security procedures. Lastly, in terms of our users, we have seen widespread satisfaction both with the ease-of-use of the machines and their performance, with inkjet that are every bit a match for the laser models."

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