Würth Belux boosts productivity following print overhaul

Construction supplies wholesaler modernises printer fleet with the help of HP technology

Industry
Trade/assembly

Objective
Increase efficiency and reduce cost

Approach
Researched the market with help from its long-term IT partner

IT matters
- Cuts operational and maintenance costs by reducing printer and fax fleet from 44 to 22 devices and from two different models to one
- Provides one secure digital printing system capable of scanning, used over multiple locations

Business matters
- Reduces workload on IT helpdesk when it comes to printer issues
- Provides clear picture of annual print costs
- Boosts customer service as sales representatives spend less time printing receipts

"The response among our staff has been really positive. We no longer have two printing systems with two different toners. It's all a lot simpler and more straight-forward. It has really boosted productivity at the helpdesk because we no longer waste valuable time dealing with printer issues."

– Luc Pijpers, ICT system engineer, Würth Belux

Saving time and controlling cost

Würth Belux, a company specialising in assembly and fastening materials for the construction sector, has boosted productivity by swapping its outdated printer fleet for 22 state-of-the-art colour printers. They were provided by HP with Würth's long-time partner delivering Managed Print Services.

Challenge

Need for better control and lower cost

Würth Belux wanted to spend less time dealing with faulty printers. It also had logistical problems with the delivery of toner or new printers to its many retail outlets. By streamlining its printing, allowed Würth to get a better understanding of print costs at several locations.

Solution

Managed Print Services and HP PageWide technology

Würth Belux has installed 30 devices from the HP PageWide Pro printer series. HP Managed Print Services are delivered by its IT partner who has also implemented the third-party tracking and audit software, PaperCut.

Benefits

Reduced cost with increased security

Helpdesk time is saved with fewer print issues reported; default two-sided print saves up to 50% on paper and the HP PageWide Pro uses up to 50% less cartridge and packing materials compared with colour printers. Print security is enhanced and quicker print means counter staff can spend more time on customer service.

"The new HP devices can print very fast, particularly compared to a laser printer. Our sales staff have told me they spend a lot less time waiting for receipts to print which means they have more time for the customer."

– Luc Pijpers, ICT system engineer, Würth Belux

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