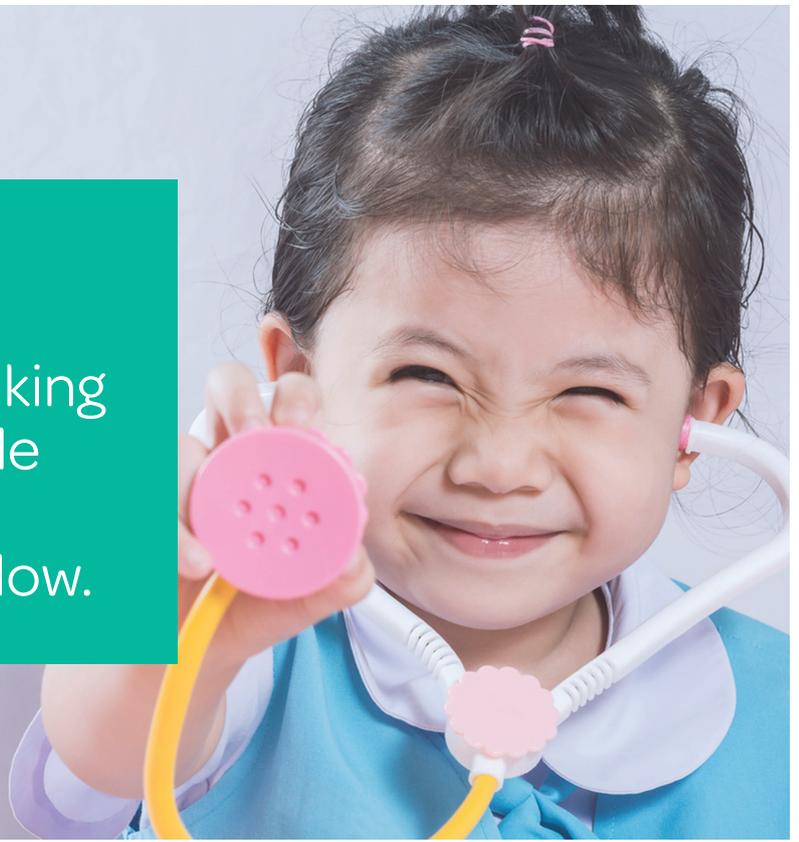


Case Study

Telethon Kid's Institute making a difference – Fleet upgrade with Canon imageRunner advance C5550's and Uniflow.



By upgrading their multifunction device fleet and adopting the right software, Telethon Kids Institute have gained cost efficiencies and greater control over their print management while increasing productivity through simplified processes.

The Challenge

The Telethon Kid's Institute (TKI) needed to upgrade their Multifunction Print Device (MPD) fleet without any downtime. They were operating with a mixed bag of devices which needed to be consolidated and updated.

They required a system that allowed cost accountability for printer and device use so they could allocate printer usage to specific cost centres and tasks. In the past, the accounts department were required to go through printer usage at the end of each month, link users with individual projects, and manually allocate costs to projects. With a combination of over 2000 projects/device users, this was a labour intensive and time-consuming process.

TKI also has many transient professional guests and visitors using their MFDs. In the past it has been difficult for these people to access use of printers, copiers and scanners as they had to locate an employee through which they could do this. They needed mobile access to devices allowing them to print remotely.

In addition to these printing needs, TKI also wanted to find a method of digitising important and confidential hard documents

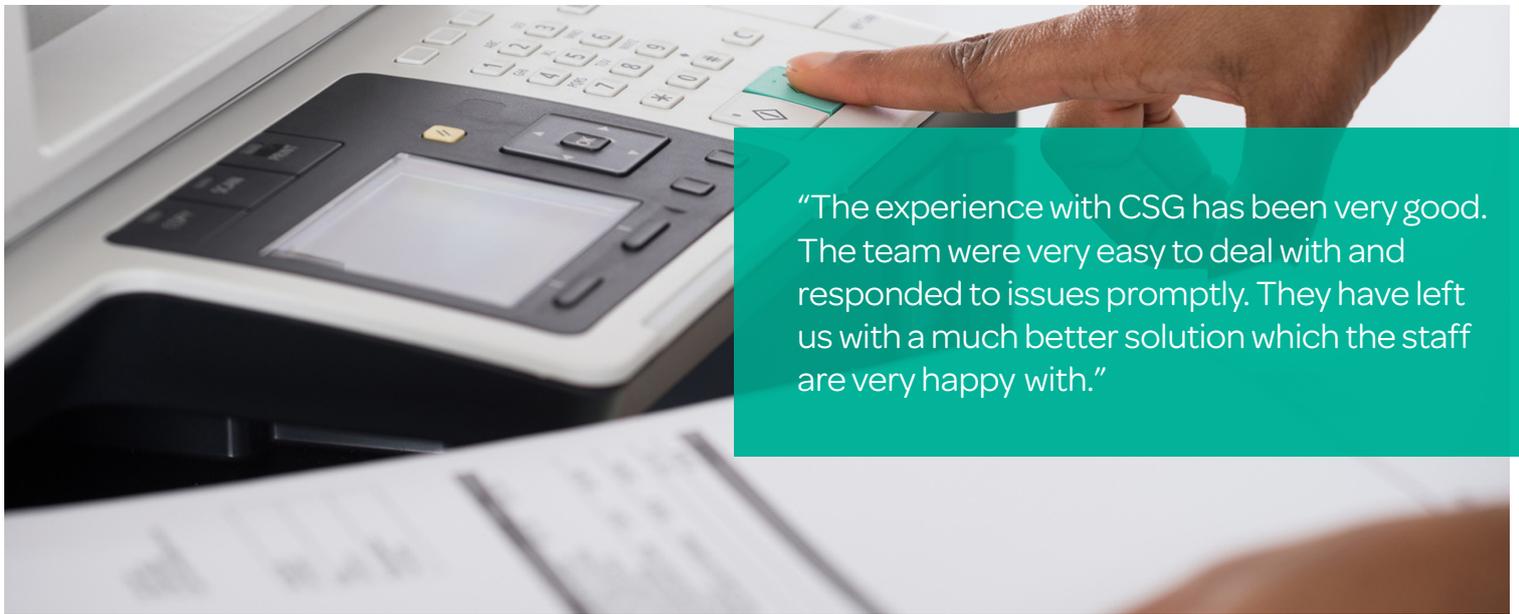


Telethon Kids Institute is a leading child health research institute. It attracts some of the world's top medical researchers to discover causes, cures and treatment to help improve the lives of kids and young adults.

Soon to be based in the world class Perth Children's Hospital, it brings together community, researchers, practitioners, policy makers and funders, who share its vision.

such as medical reports that allowed them to be easily logged and accessed. It was important that the scanned information was encrypted in a way that allowed users to browse, whilst only permitted access to authorised people.





“The experience with CSG has been very good. The team were very easy to deal with and responded to issues promptly. They have left us with a much better solution which the staff are very happy with.”

The Solution

CSG were engaged to scope, integrate and manage replacement of the fleet and the installation of software, which would meet the client challenges and objectives. They were selected on the basis of the high level of service they had historically provided as well as their thorough knowledge of the Canon products.

CSG worked collaboratively with the internal IT team to establish the devices and software that would best suit the organisations needs with very little downtime.

CSG standardised TKIs device fleet, introducing New Canon imageRunner advance C5550s configured with Uniflow software. Not only did this upgrade help from a user perspective, it also allowed each print job to be assigned to a cost centre prior to release. This information then appears on monthly scheduled reports saving hours of time manually assigning jobs to tasks.

The Uniflow software solution also allowed TKI to have a single print driver which all users can print to from either desktop or mobile devices. Jobs are sent to a single print queue however users can swipe and release the job at the printer that is most convenient for them. Documents are only printed when the user has physically logged into the printer, maximising security while allowing staff to be much more flexible in the way they print.

CSG additionally worked with the TKI IT department to establish a system that allowed mobile workers to log print jobs into the TKI infrastructure. The Uniflow software intelligently recognises whether a guest email address or an official Telethon Institute email address was used to submit the print job. Guest users would then be emailed automatically given them a unique one-time time use pin code allowing them to collect the submitted print job from any of the TKI printers.

To digitise and manage existing hard documents, CSG introduced SecureScan and IrisPowerscan and created bespoke workflows designed to scan documents, extract data and convert them into accessible and readable electronic files. SecureScan maximises image quality which allows important information to be captured and catalogued allowing easy search and access by authorised persons.

CSG – One supplier. One simple bill

At CSG, we want to put flexibility and profitability back into the hands of our customers. That’s why we offer a range of business technology solutions across print, computer hardware and software, Cloud telephony and UC, and digital display – all on a subscription basis.

When you partner with us, you don’t just get a solution, you get access to our in-house experts who are on hand to support you through the pre-sales process, right through to implementation and maintenance.

Speak to our friendly team at CSG today. Call us on **1800 985 445**, or head to **csg.com.au** where you can learn more about our unique product and service offerings.