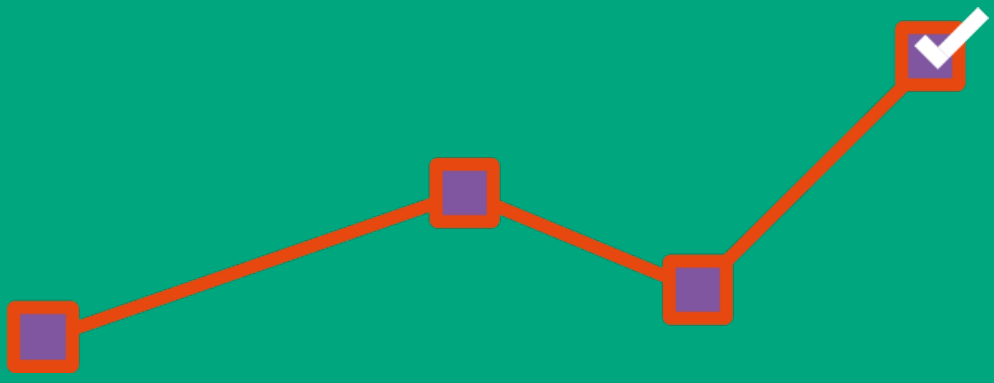
intuitive

Case Study: Konica Minolta

Intuitive Dashboards for Managed Print Services



Background

Konica Minolta Business Solutions, a leading company in advanced document management technologies and solutions, brings together unparalleled advances in security, print quality and network integration via its award-winning software solutions and optimised print services. These reduce document output cost, improve productivity and optimise office environment, backed by an impeccable service and support team.

Konica Minolta adopts a proactive effort in reducing global environmental impact through its green product lifecycle. In line with its core message "Giving Shape to Ideas," Konica Minolta endeavours to respond to its customers' needs across the world with relentless creativity, innovation and advanced technology

Many current printing environments are patchworks of printing, imaging and fax devices that aren't managed or serviced to keep up with today's business world. Konica Minolta's Optimised Print Services (OPS) combine consulting, hardware, software implementation and workflow management in order to lower document spend. The UK OPS solution manages around 27,000 devices producing c.1.5 billion images per month.

In order to achieve consistency and further differentiate their offering, Gary Macpherson, Head of Service Delivery Management, decided that a more interactive solution using consistently accurate data was essential as a next step.

The Solution

The Konica Minolta OPS team chose to work with Intuitive, the developer of Intuitive Dashboards, to build the Managed Print Service Dashboards. Intuitive was already a partner of ProcessFlows, a company recently acquired by Konica Minolta.

The OPS Dashboard was built specifically to deliver the key SLA & KPI data from the underlying print management solutions. The dashboards provide detailed data on *service management* (uptime, fix times, response times), *print management* (print volumes, usage by site, broken down by mono / colour , by copy / print and also by simplex / duplex) and also on *device utilisation*.

As Gary McPherson Operations Manager, Konica Minolta explains

"We decided to look for a solution to solve the issue of improving our Management Information (MI), and found the Intuitive solution. We were fortunate that they already had a relationship with ProcessFlows, a subsidiary of our business. We evaluated the product and decided this could give us exactly what we wanted."

Business Drivers

There were several business drivers for the implementation of the Intuitive MPS Dashboards as outlined below:

Differentiation

Managed Print Services is a mature market, and as a key player in this market, Konica Minolta was looking to find ways to provide continued innovation. The team at Konica Minolta had identified that data integrity and data presentation was an area for improvement, and they were keen to move on from the basic method of Microsoft PowerPoint and Tableau to present data to clients. This had many limitations including a lack of consistency, data was out of date before it was distributed, and there was no possibility of interaction with the data. The Intuitive OPS Dashboards gave Konica Minolta the differentiation that they had been looking for, by providing a set of consistent, easy to use, secure and up to date dashboards to present the relevant data.

Consistency & Accuracy

Typically, MI had been presented using PowerPoint & Tableau in a number of different formats, using different templates and branding. It was too easy for different teams to create different metrics and measurements. A standard dashboard approach to data visualisation using the same set of measures means that there is now a consistent approach to providing MI for OPS clients.

Market Demand for Real-time Management Information

A significant proportion of OPS business is awarded through a tendering process, particularly for government departments and education establishments. Konica Minolta had found that over recent years there was an increased requirement for live MI data, presented in a pre-packed, easy to access portal. Konica Minolta now gives access to monthly and weekly, secure, online and accurate data.

Improved Customer Experience

The Konica Minolta Service Delivery Managers have weekly, monthly and quarterly contact with their customers, and the dashboards have given them a consistent set of Management Information to review and discuss. Clients are also able to access the dashboards independently. This allows them to look at key performance measures such as:

- Print Demand – see the impact of print reduction policies for the environment (colour, B/W, duplex etc)
- Volume reduction which leads to cost reduction

Project Outcomes

The project has delivered key benefits to Konica Minolta and their customer base:

- An innovative approach to delivering data to customers
- A graphical interactive dashboard that is easy to interpret
- A consistent approach to delivering Management Information across accounts
- Addressing the demand from clients for real-time MI
- Delivering accurate, timely information for improved customer service

Future Opportunities

Konica Minolta are already deploying dashboards across a number of Print Management tools and are now exploring how these dashboards can be applied to other areas of the client's business, such as Accounts Payable and Human Resources.

Now that clients have seen how easy it is to represent and manipulate the data, then it is a simple next step to look at bringing in other data sources in key process automation areas.

The print management dashboards also analyse scanning volumes and give an immediate insight into areas in the business where improved workflow processes could be applied, and process automation, improved document storage management solutions can be provided.

As Gary Macpherson, Head of Service Delivery Management, Konica Minolta explains,

"*We have a close working relationship with Intuitive and have worked on a peer to peer basis on this project with our in-house experts. The team at Intuitive are highly accurate and their technical expertise is great. In addition, their willingness to be flexible based on our commercial model has been most welcome*".

Intuitive is a global provider of Data Visualisation Tools for Application Developers and Software Resellers. Formed by a team of highly experienced entrepreneurs and software developers the aim of Intuitive from the outset was to create a different type of BI solution. The team recognised that for Business Intelligence to deliver, companies needed easy to use tools that could be deployed to all employees and beyond organisational boundaries to customers and suppliers.

Intuitive BI sells exclusively through its network of value added partners. We work closely with our partners in specific application areas such as Print and Process Management so that data held within their applications can be made more valuable to customers.

Find out more here

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