

TOSHIBA

SUCCESS STORY

In order to provide innovative, flexible transport solutions Capital Transport needed a printing solution that helped them get back on the road quickly

Customer: Capital Transport
Country: Australia
Industry: Logistics

THE CLIENT

Capital Transport provides innovative, flexible transport solutions to businesses across Australia. They specialise in transporting anything from an envelope to 22 tonnes of steel in four hours or less within metropolitan cities.

From its beginnings in 1990, Capital Transport has grown to an organisation of 400 staff and 1600 subcontractor drivers nationally.



THE CHALLENGE

Business growth is driven by a large sales team. Having the right paperwork, professionally presented and reliably available is crucial to the smooth running and continued growth of the business.

Adrian Bolzan, National IT Manager, explains; “Our sales teams prepare and deliver proposals to clients, most of whom still want to receive a printed copy. The account managers are on the road three days a week, so need to know they can print their documents before they leave the office. They need a printing service that is 100% reliable that produces high quality, professional proposals.”

As well as proposals, Capital Transport relies on being able to print hard copies of invoices, credit applications and client manifests. “Documentation is at the core of our business”, says Adrian, “so our printing systems have to work, every time.”

THE SOLUTION

Capital Transport have been using Toshiba printers for over 16 years and were delighted with the reliability and functionality but they also had hardware from other providers. Adrian realised that trying to manage a mixed fleet was creating unnecessary overheads, in time and cost.

“Having a range of different printer brands, of varying quality, meant that staff were never sure which printer to use, and we had to maintain and manage multiple printer drivers”, says Adrian. “So when Toshiba recommended we could manage our print fleet more effectively by consolidating, we were very open to looking into it.”

Toshiba carried out a full review of all of Capital Transport’s printing requirements and resources and recommended:

- > A printer hardware refresh and consolidation of multiple printer types onto a single Toshiba platform
- > PaperCut software to monitor and manage print usage and costs from a central ‘single pane of glass’
- > A lease contract with a single monthly payment that includes hardware, maintenance and consumables, based on a cost per copy model

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Capital
transport

THE RESULT

Adrian says that the updated printer fleet has delivered some significant benefits in the way that Capital Transport runs and supports their business.

The single contract makes it easier to assess and track the overall cost of printing, without having to separately factor in each cost component.

For Adrian’s IT team life is simpler too. “Our IT team can deploy new printer solutions more rapidly and reliably now that they only have to manage a single driver across our printer fleet. That makes opening up new offices or getting new devices out to the business much faster. Supporting the equipment is simpler too, with fewer issues and queries. For us the Toshiba printers really are a ‘set and forget’ solution.”

Capital Transport value their relationship with Toshiba, who help them provide a valuable service within the business. Adrian sums up what makes Toshiba a trusted partner, “Toshiba equipment is reliable and on the rare occasions when we do need support, it is excellent. Above all, we have great account management - the Toshiba team are honest, provide clarity and they always think about us, the customer, first.”

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