

TOSHIBA

SUCCESS STORY

Established in 1984, Copyworld has grown from humble origins to become a leader in the provision of print technology solutions.

With offices in Adelaide and Perth, the company has over 100 dedicated employees serving the needs of customers Australia wide.

Copyworld has become known for connecting customers with the latest technology, backed by skilled technicians providing fast, reliable and comprehensive support.

As an exclusive dealer of Toshiba print technology, they partner with other leading information technology companies in order to look after the entire IT requirements of their clients.



Customer: Kangaroo Transport Industries
Country: AUS
Industry: Logistics

**TOGETHER
INFORMATION**



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**TOGETHER
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THE CLIENT

Established in 1987, Kangaroo Transport Industries (KTI) is a private, family-owned and operated logistics company dedicated to bringing satisfaction and service excellence to their customers.

They have more than 80 employees and also use several quality contractors.

KTI have major depot facilities for warehousing in Adelaide, Melbourne and Perth. They also have agents and depots in Sydney and Albury. Together they work to provide a national transport logistics package.

THE CHALLENGE

After reviewing their print and scanning technology, KTI were looking for a cost-effective upgrade in speed and reliability. In addition, KTI required a robust solution to their barcode label printing needs.

KTI had been using regular laser printers to produce their barcode labels. Corey Wangler, Technical Support and IT Developer at KTI, said that the laser printers were proving to be an unreliable and expensive solution.

“At busy times in our warehouses, the high volume of printing causes the laser printers to heat up significantly, which leads to melting of the glue on the labels, causing them to stick and jam the printers. Laser-printable adhesive labels are also very costly,” said Corey.

THE SOLUTION

Copyworld were able to offer KTI a state-of-the-art Toshiba A3 colour multifunction device (MFD) to meet the needs of their head-office administrative staff. Toshiba also provided a number of smaller devices to take care of the document management needs across KTI's network of operations and warehousing sites. All devices are provided on a single contract with one monthly bill for devices, consumables, service and support.

Based on past experience, Corey has confidence in Copyworld's commitment to serving the business.

“I have worked with Copyworld in a previous role and know them to be a good provider who looks after their customers.” said Corey.

Copyworld also put KTI in direct contact with Toshiba Australia for their label printing requirements knowing they could best inform them on the range of purpose-built devices that would solve their issues entirely.

“Toshiba provided expert technical advice on choosing the optimal solution for our warehouse label-printing needs. The devices were then provided by Copyworld, as part of our service and support solution,” said Corey.

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- Corey Wangler, Technical Support and IT Developer at KTI

THE RESULTS

KTI are now enjoying more reliable and higher quality output across their entire print fleet as well as a reduction in expenditure and simplified billing.

“The upgrade in technology has given us faster and better quality output. It is more economical than our previous solution, and the single monthly bill is simple to manage. Consumables ordering is now automated and included within the service agreement, saving our staff time and eliminating the need to keep those expensive items in inventory,” said Corey.

The new label printers have reduced expenditure relating to the printing of their barcode labels by 66 percent.

“The purpose-built Toshiba label printers are a proven technology in the logistics and warehousing industry, providing a reliable and low-maintenance solution. Thermal direct printing reduces label printing costs dramatically because the labels are much cheaper and there is no need for toner.” said Corey.

The managed service agreement for their new MFD and the laser printers has reduced related monthly costs by 45 percent and they are enjoying the seamless service and support.

“The Copyworld technician was very helpful in assisting me with device configuration to suit our exact requirements during installation, and since that time all has run smoothly without any further effort on my part. Most service needs are now automated, and our staff can contact Copyworld directly for support issues, without me needing to get involved,” said Corey.

The new MFD’s have also provided features that suit KTI’s business requirements very well.

“We do a high volume of scan to email throughout our company, and the new MFD’s allow us to email scanned documents directly from the machine, which simplifies our workflow and saves our staff time,” said Corey.

THE OUTLOOK

Copyworld and Toshiba are committed to ensuring their clients remain happy in the long term. Toshiba allows for agreements to be reviewed and amended to suit business requirements.

Corey and the team at KTI are happy with their business relationship with Toshiba and expect to maintain it for years to come.

“Copyworld’s intimate partnership with Toshiba provides for comprehensive technical guidance and support, which has been demonstrated throughout all aspects of sourcing and maintaining solutions for our printing and scanning needs. We have confidence in the technology we have been provided; it is robust and suits our needs entirely. The fact that Copyworld is also a local business with friendly staff made choosing them an easy decision for us,” concluded Corey.

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- Corey Wangler, Technical Support and IT Developer at KTI