

Success Story

Customer Quote



The Singapore branch of PT Bank Negara Indonesia (Persero) TBK has been operating in the city-state since 1955. It is the only Indonesian bank providing full banking services in Singapore.

The Challenge

Bank Negara Indonesia (BNI) Singapore's Information Technology (IT) department of PT had faced a monumental challenge: how to manage the bank's collection of printers and copiers from different manufacturers, monitor the inventory of different branded toners – and respond expediently to staff's requests for toner replacement.

The bank's lean IT department were managing as many as seven different models of printers, copiers and toners at any one time. The IT team were so busy with micro-managing and troubleshooting the multiple copiers and printers that they had little time left for strategic IT work.

Time and Cost Savings with Managed Print Services from Adventus

The Process

Adventus Singapore had a meeting with BNI Singapore's IT team. Following the meeting, Adventus carried out a thorough print audit and discovered that staffs at BNI Singapore were using different printer and copier models from a number of manufacturers.

Because of heavy document usage, equipment breakdowns were common and toners had to be changed regularly. Staffs were dissatisfied with the long waiting time for new toners and the IT department were inundated with requests for toner replacement and equipment maintenance.

Adventus designed a managed print solution aimed at reducing time and cost, enhancing productivity, eliminating staff complaints and improving the efficacy of the print and copier machines.



"I was very impressed and satisfied with Adventus Singapore's proactive service. It was fast and efficient. Adventus' managed print services freed the IT department from the time-consuming task of replacing toners from multiple vendors, and helped to reduce print-related costs by about 20%. We decided to hand over the technical management of our PCs to Adventus as well,"

Mr Chan Kheng Lim
IT Director of BNI Singapore