

Success Story

Customer Quote

The Solutions

Adventus Singapore proposed a managed print solution which Chan Kheng Lim, IT Director of BNI Singapore, found “too compelling not to accept.” Under this proposal, Adventus would:

- Replace all legacy (old and soon-to-be-obsolete) printers and copiers with the latest using only one singular brand – Hewlett Packard. All network printers and individual printers would be standardised under one manufacturer, leading to significant cost-savings
- Manage the early termination of the remaining lease arrangements with various vendors on behalf of BNI Singapore
- Take over BNI Singapore’s existing printers and copiers, and reimburse the bank the cost of equipment that is still of good working condition
- Manage the supply of printer and copier toners on behalf of BNI Singapore; thus, freeing its IT department from the tedious tasks of answering staff requests, raising purchase orders, and contacting different vendors for toner replacement
- Install and configure the shared network printers and copiers for BNI Singapore
- Perform regular technical maintenance of BNI Singapore’s printers and copiers
- Provide practical training on how to use the new printers and copiers for the bank’s employees

Outcomes

BNI Singapore decided to sign an agreement with Adventus Singapore to manage the bank’s entire fleet of printers and copiers.

Benefits of Adventus’ Managed Print Services:

- Zero staff complaints

This is the most visible result of the streamlined managed print solution which Adventus Singapore has implemented for BNI Singapore.

“All staff requests for toner replacement and printer or copier maintenance were directed to a service hotline. The toners would be replaced within two hours. Since the implementation of this new managed print solution, we have not received any staff complaints,” says Mr Chan Kheng Lim, IT Director of BNI Singapore.

- Focus on business, not printers or copiers

BNI Singapore’s IT department is freed from the hassle of managing printers and copiers. The lean team can now focus on strategic projects.

- No more hassle of inventory management

Monitoring the inventory levels of toners from different manufacturers and ensuring they arrive on time to meet staff’s needs is a time-consuming process. With Adventus’ managed print services, inventory management is handed over to Adventus.