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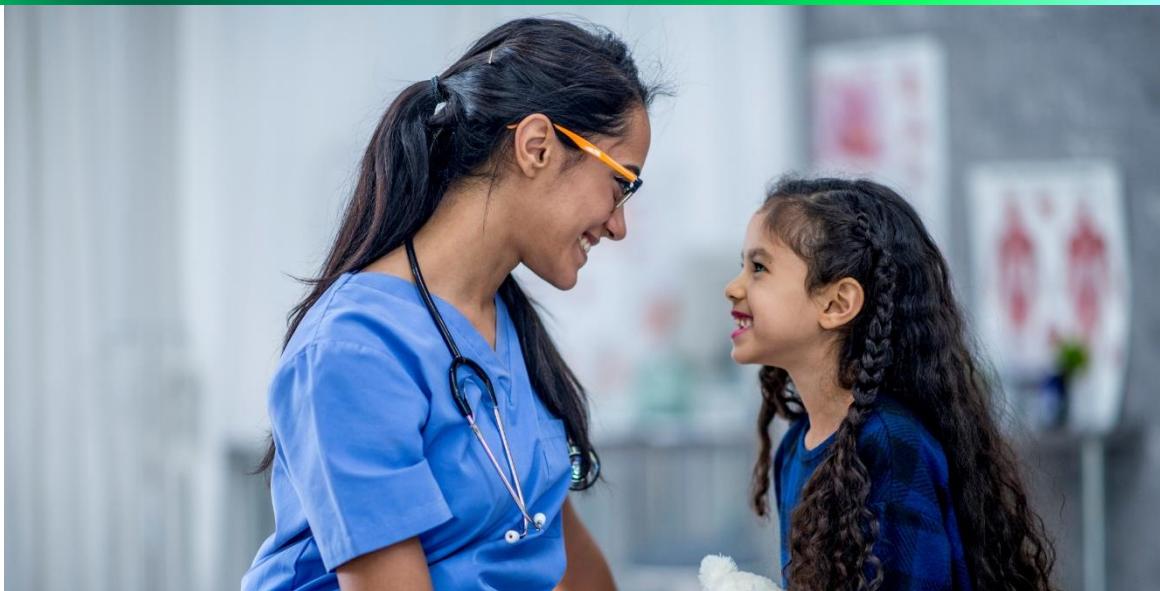
TRANSFORMING INVOICE PROCESSING THROUGH OPTIMIZED PRINT MANAGEMENT

CLIENT BACKGROUND

Founded in 1997, T Company has established as a leading healthcare provider in the UAE and the wider region. Renowned not only for exceptional patient care but also for their strong commitment to education and research, the organization's three pillars—Healthcare, Education, and Research are widely recognized as foundations of excellence within the healthcare industry.

CASE STUDY AT A GLANCE

CHALLENGES	· Complex billing processes across multiple divisions bringing time-intensive task · A dispersed workforce managing billing process led to difficulties in centralized control · Minimizing unnecessary paper consumption and optimizing resource usage to align with corporate sustainability goals
FUJIFILM BUSINESS INNOVATION SOLUTIONS	· Implementation of diverse multifunction printer suite · Real-time monitoring and analytics · Enhanced security measures
BENEFITS AND RESULTS	· Achieved a 30% reduction in overall printing expenses through billing process improvements and controlled print usage · Decreased paper wastage by promoting responsible printing and optimizing print volumes across the organization · Mitigated risks of unauthorized document access through secure user authentication · Build the strong relationship between the customer, Fujifilm, and Managed Print Services LLC, and brought additional 18 devices installation · Gained confidence in Managed Pint Service, leading to additional projects among the companies in their Group with over 140 devices

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THE CHALLENGES

Despite their widespread success and positive societal impact, T Company faced a pressing internal challenge in managing their increasingly complex invoice processing system. Billing practices varied significantly across many business divisions, leading to fragmented workflows that demanded extensive management attention and required a large, dispersed workforce to handle administrative tasks. This fragmentation caused delays in centralized billing execution across departments, revealing an urgent need for operational improvements and greater efficiency.

In addition to operational concerns, their corporate vision places strong emphasis on environmental responsibility. They aimed to reduce unnecessary paper consumption and optimize resource use as part of their sustainability goals. Driven by these dual priorities—operational efficiency and environmental stewardship—they sought innovative solutions to transform their invoice management workflows.

THE FUJIFILM BUSINESS INNOVATION SOLUTION

To meet these challenges, FUJIFILM Middle East collaborated with Managed Print Services LLC, trusted Managed Print Service (MPS) provider to deliver a customized solution tailored to T Company's unique requirements.

Optimizing Print Management for centralized control

The solution involved the deployment of a suite of multifunction printers (MFPs), including the Apeos C5570 A3 color MFP, Apeos C325 dw A4 color MFP, and Apeos 4830 A4 monochrome MFP. Alongside these devices, MPS enabled centralized control over all printing equipment across the organization. This centralization dramatically simplified what had previously been a complex and fragmented management process, creating a more efficient and cohesive print environment. Moreover, the new system facilitated real-time monitoring of print usage at granular levels—by device, department, and individual user. This visibility empowered them to identify heavy print users and departments, enabling targeted efforts to reduce excessive printing and encourage responsible paper use throughout the organization.

THE BENEFITS

MPS enhances productivity, security, and cost savings

The benefits extended beyond monitoring. The introduction of user authentication-based printing significantly bolstered document security by ensuring that only authorized personnel could release print jobs. Additionally, MPS included automated consumables replenishment, which guaranteed prompt resupply and The introduction of Apeos MFPs and MPS revolutionized T Company's invoicing workflows. By gaining clear visibility into printing volumes across each department, they were able to pinpoint where output was increasing, enabling a thorough review and optimization of the billing processes. As a result, billing procedures across departments were significantly simplified. This simplification not only reduced administrative workload but also led to substantial cuts in print volume and costs, culminating in minimized device downtime through proactive management of toner and supplies. This comprehensive approach not only addressed operational inefficiencies but also reinforced T Company's commitments to security and sustainability, generating measurable improvements across all facets of their printing and billing processes.

an impressive 30% overall reduction in printing expenses. Thanks to the strategic recommendations from the Fujifilm Middle East and Managed Print Services, they have positioned themselves as a forward-thinking, innovative provider of medical services. This initiative has not only enhanced operational efficiency but also reaffirmed their commitment to innovation, bolstering their leadership status within the healthcare, education, and research sectors. They have fostered a strong, collaborative

relationship with Managed Print Services, which continues to provide dedicated support. To expand the print infrastructure, 18 additional devices are being installed. Furthermore, ongoing study is underway to support among the companies within their group with over 140 additional devices.

FUJIFILM Middle East and Managed Print Services remain steadfast in their commitment to strengthening this partnership and providing ongoing business support to address evolving customer challenges.