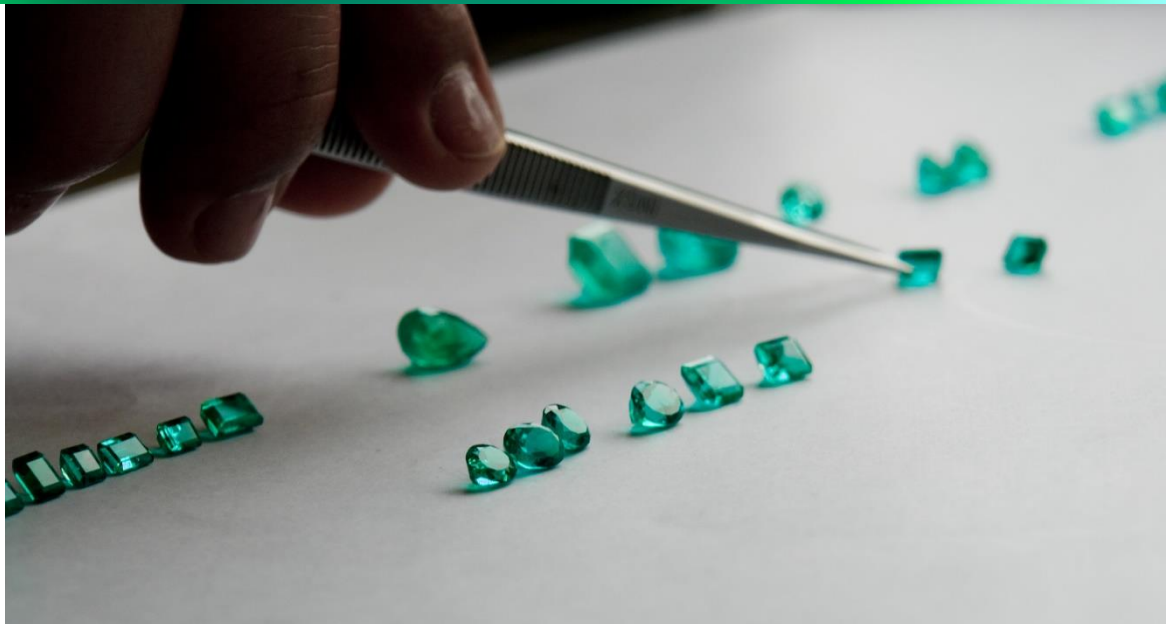


Overcoming Printing Challenges with Seamless In-House Solutions

CASE STUDY



CLIENT BACKGROUND



Established in 1989 by Mr. Jeremy Rethon in Durban, Gem Lab has consistently upheld its position as a distinguished provider of gemstone appraisal services, conducting evaluations through its team of qualified gemologists. In

addition to its appraisal expertise, Gem Lab founded a renowned Academy of Gemology to disseminate the founder’s deep knowledge and experience, successfully producing numerous certified gemologists over the years.

CASE STUDY AT A GLANCE



<p>CHALLENGES</p>	<ul style="list-style-type: none"> • Frequent delays caused by external print vendors • Increased administrative workload managing outsourced printing • Rising costs and excessive inventory • Difficulty achieving diverse finishing options and premium print quality internally
<p>FUJIFILM BUSINESS INNOVATION SOLUTIONS</p>	<ul style="list-style-type: none"> • Implementation of Apeos C3570 with booklet maker
<p>BENEFITS AND RESULTS</p>	<ul style="list-style-type: none"> • Significantly improved workflow efficiency and turnaround times • Printed high-quality documents and photos produced internally • Substantially reduced costs by minimizing vendor dependency

THE CHALLENGES



To deliver more attractive products and education to customers and students alike, Gem Lab required high-quality printing for booklets, catalogs, and professional-grade photos. Although multifunction printers were used internally, the finishing options and print quality did not meet expectations. As a result, many print jobs—ranging from student booklets to customer brochures and photo prints—were outsourced to external suppliers capable of providing high print quality and diverse finishing options. However, outsourcing introduced significant challenges. High costs and frequent delays were persistent issues. Dependence on external vendors led to multiple rounds of

sample corrections because the output did not meet quality standards. It resulted in delayed deliveries and increased administrative workload to manage external print orders. Additionally, Gem Lab increased the volume of outsourced printing to reduce the cost per print down. However, this resulted in excessive printed inventory, some of which became outdated or contained incorrect information. This not only inflated costs but also heightened environmental concerns, imposing a negative impact on the company's sustainability goals. Gem Lab actively sought ways to overcome these issues and improve the efficiency of their print operations.

THE FUJIFILM BUSINESS INNOVATION SOLUTION



In response to these challenges, Oxbow, a strategic partner of Fujifilm South Africa, proposed an efficient in-house printing solution designed to optimize cost management while streamlining print production workflows.

High-quality in-house printing and improved operations

The solution centered on the deployment of the FUJIFILM Apeos C3570 multifunction printer equipped with a booklet maker, a single integrated device capable of fulfilling diverse printing requirements.

Apeos C3570 offers comprehensive printing capabilities ranging from staple binding to booklet creation, alongside the production of various promotional materials such as postcards, envelopes, and extended-length media.

Thanks to its LED print head delivering 1200 x 2400 dpi resolution and the world's smallest-class particle size Super EA-Eco toner, Gem Lab can now create printed materials that fully meet its demanding quality standards. Furthermore, the device's intuitive user interface allows staff to quickly adapt to its operation, encouraging a smooth and hassle-free transition to in-house printing.

THE BENEFITS



Enhancing Efficiency and Reducing Costs with In-House Printing Solutions

Implementation of this solution resulted in significant operational improvements for Gem Lab. The company now rapidly produces high-quality materials and photographs on demand, drastically reducing time and labor previously spent managing external orders. Thanks to just-in-time printing, Gem Lab now holds only a limited stock of media, leading to lower costs and significantly reduced waste.

This inventory reduction delivers not only direct financial savings but also boosts the company's environmental stewardship, enhancing its corporate social responsibility profile. Furthermore, the introduction of booklet-making expanded the scope of in-house production, enabling the creation of professionally bound marketing collateral and enhancing overall business flexibility.



Value from Innovation

Through the integration of this technology, Gem Lab realized marked enhancements in workflow efficiency and cost-effectiveness, positioning the company to attain superior business outcomes.

Moving forward, Fujifilm South Africa and Oxbow remain committed to partnering closely with Gem Lab, delivering tailored solutions and steadfast support to drive ongoing innovation and success.