

REDESIGNING PRINT INFRASTRUCTURE TO SUPPORT GLOBAL GROWTH AND COMPLIANCE



CLIENT BACKGROUND



Founded in India in 2001, the company is a global contract research organization providing end-to-end services across the pharmaceutical and biotechnology industries, from research and development to contract development and manufacturing (CDMO).

Headquartered in India, the company has expanded its operations to the United States, Europe, and Japan,

supporting pharmaceutical and biotech companies worldwide.

With AAALAC-accredited facilities, cGMP-compliant manufacturing capabilities, and U.S. FDA-approved manufacturing operations, the company is recognized for delivering the high level of quality, reliability, and compliance required in regulated industries.

CASE STUDY AT A GLANCE



<p>CHALLENGES</p>	<ul style="list-style-type: none"> • Fragmented, paper-heavy print and document workflows • Excess color devices and duplicated operations increasing TCO • Limited use of scanning, slowing document search, sharing, and reuse • Inconsistent User Experience, human error risk • Limited visibility into print usage, costs, and governance
<p>FUJIFILM BUSINESS INNOVATION SOLUTIONS</p>	<ul style="list-style-type: none"> • Apeos 2560 x 11 Units • Apeos C2060 x 2 Units • PaperCut Hive Cloud Based Solution
<p>BENEFITS AND RESULTS</p>	<ul style="list-style-type: none"> • 15% TCO reduction • More efficient and consistent print workflows • Improved document scanning, search and reuse functions • Stronger security through user authentication and secure printing • Better governance with stable service levels and higher user satisfaction

THE CHALLENGES



Challenges in Lab Operations

As the business expanded globally, document handling and print operations became a critical foundation supporting research, quality, manufacturing, and regulatory teams. However, the company's existing multifunction devices were aging, and device models and operating rules varied by location. This made it difficult to optimize the print environment across the organization.

Excess color devices and duplicated operations increased total cost of ownership (TCO), including maintenance, supplies, and administrative effort. Paper - based workflows and inconsistent use of scanning also slowed document search, sharing, and reuse, leaving room for improvement in operational efficiency.

At the same time, the company handles highly confidential research and quality documents on a daily basis. Inconsistent controls across sites made it difficult to prevent unattended printouts or unauthorized access. User authentication and access control were not standardized, and visibility into print usage and costs was limited. As a result, reducing TCO while maintaining a high service level agreement (SLA) became increasingly challenging. A comprehensive redesign of the print and document management environment was required—one that addressed optimization, security, and governance together.

THE FUJIFILM BUSINESS INNOVATION SOLUTION



Redesigning the Print Operating Model

FUJIFILM India worked closely with Accel IT Services, the company's long-standing facility management partner, to redesign the overall print operating model rather than simply replacing devices. A consulting-led assessment was conducted, analyzing the existing printing environment from both quantitative and qualitative perspectives, with a strong focus on lifecycle optimization.

The assessment reviewed device models, quantities, and color versus mono usage across multiple locations.

Print volume trends over the past five years were analyzed to define an optimal, future-ready device configuration. Security requirements were also examined, including user authentication, secure printing, access control, and audit readiness, based on the needs of different departments. In addition, print usage by department and use case was analyzed to design a governance framework that enables continuous review and improvement, while maintaining consistent service quality across all locations.

Optimized, Secure, and Governed Print Infrastructure

Based on the assessment, FUJIFILM India and Accel IT Service proposed a print environment built around optimization, security, and governance.

The solution included the deployment of 11 units of Apeos 2560 and 2 units of Apeos C2060, combined with the PaperCut Hive cloud - based secure print management solution. This allowed the previously fragmented print environment to be redesigned and centrally managed in the cloud.

The device fleet was streamlined and aligned with actual color and mono usage, eliminating excess devices and

reducing lifecycle costs related to maintenance, consumables, and administration. Printing and scanning workflows were standardized with user authentication and secure printing, and access controls and audit logs were implemented to meet the strict security and compliance requirements of regulated industries.

Print usage and costs also became visible by department and use case, enabling centralized, cloud - based management with consistent control, ongoing optimization, and stable service levels across multiple locations.



Balancing Cost Efficiency with Security and Service Quality

Following implementation, the company achieved an approximately 15% reduction in TCO. Standardized device configurations and improved visibility into print usage eliminated inefficiencies and supported continuous cost optimization.

Enhanced scanning capabilities, including support for Searchable PDF and mixed-size original scanning, enabled paper documents to be centrally managed as digital data that can be easily searched and reused.

Security was strengthened through user authentication

and secure print workflows, reducing the risk of unattended printouts and unauthorized access. At the same time, centralized management through PaperCut Hive reduced administrative workload and improved operational consistency.

As a result, the company successfully balanced cost reduction with high service levels, achieving stronger governance, improved security, and higher user and administrator satisfaction.