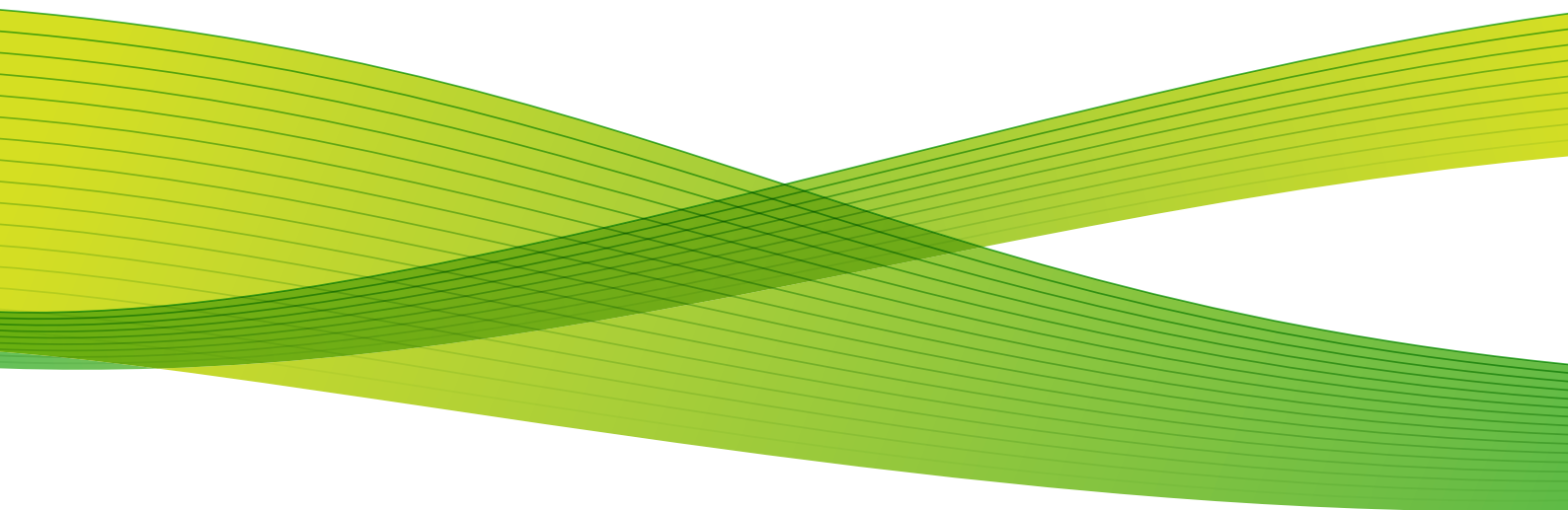


Directorate General of Budget (Financial Ministry)

Great services,
enhancing productivity



Case study: Directorate General of Budget

Great services, enhancing productivity

Challenges

As a governance division that composes the budget for all governance institutions in Indonesia, the Directorate General of Budget needs a high capacity printer and great after sales service while keeping the operating costs reasonable and enhancing productivity.

Solution

Integrating as many as 50 DocuPrint 340A's for use by staff throughout the division.

Results

- Time saving that improves productivity of staff
- Significant cost saving – up to 20%

Background

Directorate General of Budget is a division under the Financial Ministry of Indonesia which employs 850 staff. Based in Lapangan Banteng, Jakarta, the Directorate General of Budget's function is to formulate and implement policies, and to standardise budgeting for all governance institutions in Indonesia.

“Fuji Xerox is very dependable and irreplaceable in terms of after sales services.”

Verdy Prahutri Hermansyah
Directorate General of Budget Secretary

Challenges

As a division that formulates the budget, the Directorate General of Budget demands high volumes of printing. Their average print volume per month is 6,000 pages. Twice a year (June/July and September/October) they produce their budget documents, printing up to 1,000 reams (500,000 pages) at a time. Thus, the Directorate General of Budget needs a printer that is capable of high volume printing.

Furthermore, the Directorate General of Budget also needs great after sales services. If problems with the printer occur, they need the problem resolved quickly to avoid costly downtime. Verdy said, “If we were still using our previous printer from another brand, the maintenance cost would be huge. It would not be efficient.” As the previous vendor did not provide on-site servicing, faulty printers would have to be sent back to the vendor causing significant associated costs and downtime, resulting in poor productivity.

Solution

The DocuPrint 340A, through a bidding process by Astra Graphia (our distributor) was successful in beating other brands for this business. Having had the DocuPrint 340A for the past four years, Verdy was most satisfied with the printer's toner capacity. As the toner needs replacing less frequently, higher productivity has been achieved.

The one thing that impressed Verdy the most is Fuji Xerox' after sales service, implemented by Astra Graphia as their service provider. The biggest reason why the Directorate General of Budget chose Fuji Xerox was because of the great after sales service guarantee. “Astra Graphia is very responsive in dealing with service requests.

The response time is only 3 hours. Compared to our past experience with another brand, Fuji Xerox is very dependable and irreplaceable in terms of after sales services”.

Due to this service, after their first order in 2008, Directorate General of Budget purchased more DocuPrint 340A’s in 2009 and 2010. They currently have 50 DocuPrint 340A’s installed.

Benefits

The DocuPrint 340 A allows them to print important budgeting documents in high volume, and has increased the productivity of their employees. Verdy added “ We don’t need to spend much time to replacing toners. For day-to-day jobs, the toner can last up-to one and a half months.”

The great after sales service gives big impact to their performance. With quick response times, our workflow has minimal interruptions and is more productive. “We don’t need to spend time, money, and effort to send and pick up faulty units to the service center like the previous brand, saving us up-to 20 % in running costs”.

The DocuPrint 340 A has been well received by our employees. By using the DocuPrint 340A, they have become more effective and efficient. “To this day, we are very happy with the products and service provided by Fuji Xerox (&/ Astra Graphia). They are very helpful and they rectify any issues that arise professionally and quickly.”



Verdy Prahutri Hermansyah
Directorate General of Budget Secretary
and the Fuji Xerox DocuPrint 340A

For more information on how Fuji Xerox can help your business, please call or visit our website at www.fujixeroxprinters.com