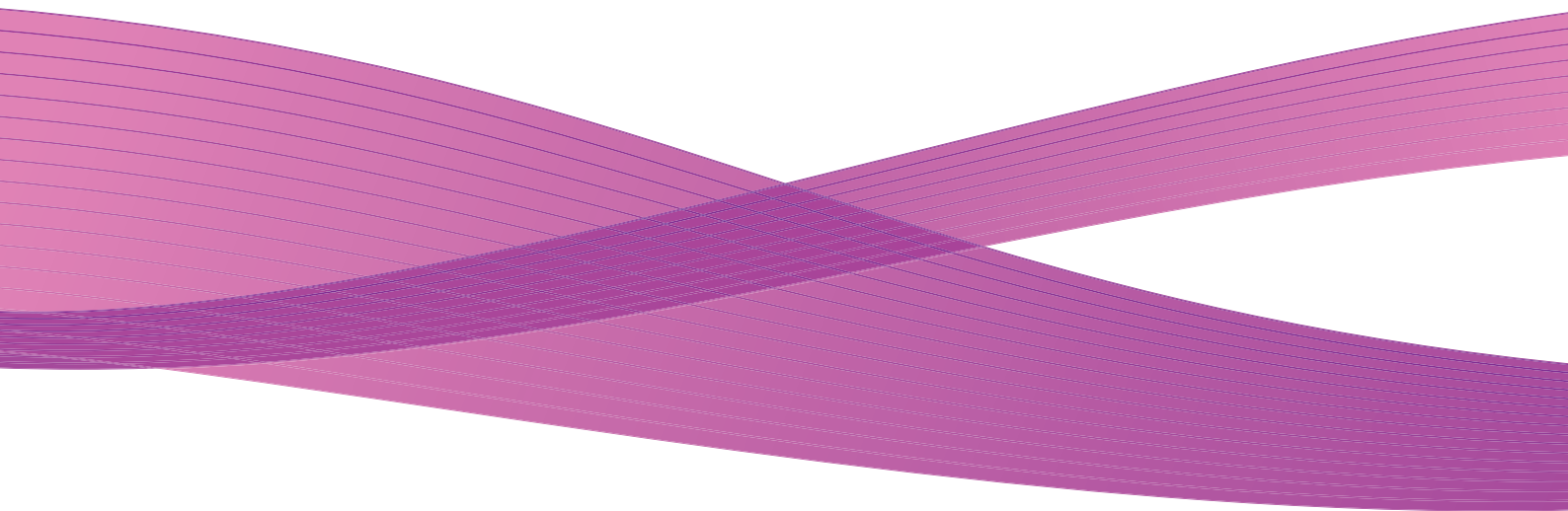


# Huawei

Ease of use and reliability  
results in increased productivity



# Case study: Huawei

Ease of use and reliability results in increased productivity

## Challenges

- The organisation was looking for a solution that could easily meet its high volume print demands in addition to reducing costs and paper wastage as well as offering ease of use.

## Solution

- The Fuji Xerox Phaser 5550DN was identified as the leading printer as identified by the supply chain management department's testing and surveying.

## Results

- Huawei's high volume print demands were met and maintenance and service levels were improved
- Consumable costs were reduced, offering considerable savings to the department

## Background

Huawei is a global leader in the networking and telecommunications services industry, providing information and communication solutions to telecommunications providers, corporations and end consumers. The China-based company provides integrated solution plans focused around communications networks, end terminals and cloud computing. Huawei's services and equipment are currently sold in over 140 countries and are used by one-third of the world's population.



“The Fuji Xerox Phaser 5550DN was identified as the leading printer as identified by the supply chain management department's testing and surveying.”

## The Challenge

As part of its supply chain management process, Huawei ensures that each product is shipped with an adhesive label containing product information. With a large volume of products shipped on a daily basis, the supply chain department prints over 100,000 labels each month.

To manage these high volume printing requirements, Huawei relied solely on Lexmark products, employing a total of 30 units across the department.

One of the key challenges Huawei faced was glue overflow, caused because the Lexmark devices struggled to print on adhesive labels which are thicker and firmer than traditional A4 paper. This led to glue leakage and caused jamming which led to high levels of paper waste. The devices also proved difficult to operate, leaving employees unable to deal with the overflow issue in a timely manner.

Given its heavy print requirements, Huawei also needed to ensure that printing was cost-efficient. The incumbent Lexmark solution presented numerous challenges in this area. Toner cartridges needed to be replaced five times each month, accelerating costs in conjunction with the price of additional printer components, machine repairs and the printers themselves.

Additionally, print maintenance services were provided by Lexmark agents. Local service agents demonstrated a poor attitude and were unable to satisfy the demands of Huawei's supply chain department.

Given the strong dissatisfaction amongst users of the existing solution, Huawei began trialling products from a variety of print vendors. The organisation was looking for a solution that could easily meet its high volume print demands in addition to reducing costs and paper wastage as well as offering ease of use.

### The solution

The Fuji Xerox Phaser 5550DN was identified as the leading printer as identified by the supply chain management department's testing and surveying.

This product was designed with ease of use and enhanced functionality in mind. The Phaser 550DN boasts a powerful 500MHz processor to handle complex print jobs and a first-page-out time as fast as 6.5 seconds to enhance productivity. Incorporating Fuji Xerox's advanced S-LED (Self-Scanning Light Emitting Diode) technology, the Phaser 5550DN also delivers outstanding print quality and superior reliability.

Fuji Xerox's proprietary EA-HG toner technology is designed for longevity, saving valuable downtime caused by frequently replacing consumables. In addition, Fuji Xerox offers reliable on-site maintenance support, ensuring any service issues are managed quickly.

### The benefits

Implementing the Fuji Xerox Phaser 5550DN has led to significant benefits across Huawei's supply chain management department, meeting high volume print demands and improving maintenance and service levels.

The Phaser 5550DN has resolved all of the print challenges identified by Huawei. It is manufactured to handle a variety of media types including thick adhesive labels. The device also includes a shorter paper input path which reduces the opportunity for glue overflow. Additionally, jammed paper can be easily accessed and removed through the back cover of the Fuji Xerox machine. This provides a simple way for office workers to remedy jams, reducing downtime and enabling productivity gains. This was not the case with the Lexmark printer where paper jams occurred in the innermost part of the machine, making them difficult to resolve.

Importantly, consumable costs have been reduced, offering considerable savings to the department. The Phaser 5550DN requires two consumables, drum units and toner cartridges. A PS550 drum unit is capable of printing 65,000 pages and a single toner cartridge will print 32,000 pages. This offers a significant improvement over the Lexmark toner which could print a maximum of 25,000 pages. Consumables are now changed less frequently, reducing print costs for Huawei.

The supply chain management department also benefits from the Phaser 5550DN's user friendly features. Many of the components are fixed in place with handles, as opposed to screws. This means that daily maintenance and repair work has been successfully streamlined, allowing the printers to be dismantled easily and quickly. Office staff can perform many repairs themselves on site, increasing productivity and reducing downtime. Additionally, when maintenance services are required from Fuji Xerox response times are speedy and the service teams are helpful.

After almost a year of working with Fuji Xerox, Huawei has invested in over 30 Phaser 5550DN printers. The Huawei operating staff are highly satisfied with both the quality of the printers and the excellent service levels provided by Fuji Xerox.



For more information on how Fuji Xerox can help your business, please call or visit our website at [www.fujixeroxprinters.com](http://www.fujixeroxprinters.com)