



THE COMPANY

Tan Chong Motor Holdings Berhad, (TCMH) was incorporated in Malaysia on 14 October 1972 and rapidly established itself as a national conglomerate. It employs approximately 1600 employees nationwide to support its myriad of businesses ranging from the assembly and marketing of vehicles, auto parts manufacturing to property development to global trading of heavy machineries, industrial equipment and consumer products. TCMH is also known as the exclusive distributor of Nissan and Renault vehicles throughout Malaysia.

The two vast assembly plants in Kuala Lumpur and Selangor can deliver approximately 100,000 vehicle units per year and the vehicle distribution business is supported by more than 80 after-sales service centres. In July 2015, TCMH's vehicle sales represented 15.2% of the market for non-national cars and 7.4% for the industry-wide market.

In 2005, TCMH made significant in-roads into the lucrative market territories of Vietnam, Cambodia, Thailand and Myanmar establishing automotive business operations of distribution and assembly of motor vehicles in Vietnam together with automotive workshop services in Cambodia, Thailand and Myanmar respectively.

THE CHALLENGES

In 2015, one of TCMH's division, Tan Chong Ekspres Auto Servis Sdn Bhd, (TCEAS) has a fleet of more than 500 units of printers, copiers and fax machines of various brands serving the needs of 143 employees at the headquarters situated in Kuala Lumpur. With no coherent printing structure, TCEAS's employees constantly found themselves unfamiliar with the functions of various machines and the management lost its grasp over the printing cost, consumables supply and servicing requirements.

The establishment was in desperate need of a standardised printing landscape in order to achieve optimised printing costs, equipment usage efficiency and a common supply and servicing requirement.



TAN CHONG MOTOR HOLDINGS BERHAD

THE SOLUTION & RESULTS

TCEAS turned to Konica Minolta, who has been a partner for 10 years for a solution. Konica Minolta generated a comprehensive assessment report which summarised the headquarters' floor plan, placement structure, current state and operation's needs. The organisation was impressed by Konica Minolta's detailed analysis and proposal which assured a potential saving of 18% on printing cost. Konica Minolta won the OPS contract in April 2015, having competed against Fuji Xerox.

Konica Minolta Optimised Print Services that combined consultancy, hardware, software implementation and workflow management helped the organisation to lower document spend. The fleets of various machines would be replaced with a unified of 16 units of bizhub multi-functional machines in order to standardise TCEAS's printing landscape to achieve equipment usage efficiency and a common supply and servicing requirement.

The installation of OPS commenced immediately in April 2015 and was completed swiftly within two months. TCMH experienced a smooth and transparent transition to OPS system and training sessions were provided to the staff to ensure their thorough understanding of the OPS functions and benefits. Konica Minolta's OPS team was proactive and responsive throughout the transition.

In September of the same year, TCEAS was delighted to award Konica Minolta another agreement for the OPS installation for its nationwide branches and other service branch such as Body & Paint, a heavy repair center. The 164 units of bizhub installation took place across the 55 service centres in Malaysia and completed by February of 2016.

THE BENEFITS

The standardisation of the printing infrastructure at the headquarters and TCEAS with the bizhub series multi-functional printers enhances the familiarity of devices' functions amongst the users, ultimately guarantees tremendous user satisfaction and accelerates employees' productivity. Moreover, the staff enjoys more functions with the bizhub multi-functional printers compared against the previous fleet that consisted of various printers and single-function devices. The user-friendly features and viable applications of bizhub allow TCEAS staff to fully leverage on the print, scan and fax jobs.

Confidential information and contents are valuable asset for any corporations. With the user authentication system with passcode verification, document security is best safeguarded at the device level.

The infeasibility of stocking up of wide range of consumables from various vendors is eliminated as only bizhub toner orders are placed by the TCEAS's procurement department in advance for storage at locations. Additionally, the servicing contract covers the servicing and maintenance need for the bizhub hardwares across the headquarters and 55 after-sales branches, optimally reduced the overall servicing cost.

The organisation gains visibility on the printing cost with ease on the user's usage control and monitoring through the centralised administration and accounting systems. Overall, TCEAS enjoys a cost saving of approximately 20%, surpasses the initial forecast of 18% saving.

Konica Minolta's OPS enables TCEAS to abolish the hassles in liaising with multiple channels for devices' consumable supply, servicing and billing processes. Space allocated for devices' placement was tremendously scaled down with the OPS solution.

The success was brought by Konica Minolta's competency in identifying the challenges and capability to deliver excellent OPS solution that meet TCEAS's operations requirements and remarkably streamlines and optimised the printing environment and cost.