

The Roads and Traffic Authority saves costs, gains complete control and reduces carbon emissions



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Client Profile

The Roads and Traffic Authority (RTA) is the New South Wales Government agency responsible for improving road safety, testing and licensing drivers, registering and inspecting vehicles, and managing the road network to achieve consistent travel times.

The road network managed by the RTA includes around 18,000 kilometres of State Roads, 3,000 kilometres of regional and local roads, nearly 5,000 bridges and ferries, and over 3,500 traffic signals and other traffic facilities.

The RTA employs about 6,900 people in more than 180 offices throughout New South Wales, including 129 motor registries. It has a vast range of customers, including individuals, private organisations, community and road transport groups, local councils and State and Federal Government agencies.

The 4.6 million drivers and owners of 5.1 million vehicles in NSW generate almost 24 million road-related transactions per year. The RTA also provides financial assistance to local councils in the management of regional and local-access roads.

“We are always focused on delivering better front line services to our customers, including improved roads,” said David Ebert, Group General Manager of Business Services for the RTA.

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Client Challenge

The RTA had an aging printer, facsimile and photocopier fleet of about 2,100 devices, from different manufacturers and with different service levels.

“In many instances it was confusing for employees to figure out how to use the devices, because they were different from office to office,” said David.

“People were also frustrated because some offices did not have device maintenance and service support in place, so if something broke down they’d try to fix it themselves. In general we found these assets were underused and not operating to their full capacity.”

The RTA also required an office equipment overhaul to meet new government agency requirements, which stipulated the organisation couldn’t have any capital expenditure on its service contracts or ‘purchase to own’ items such as printers.

The RTA therefore needed to work with a vendor that could establish its print infrastructure requirements and provide quality services with the flexibility of an agreement covering all costs associated with the management, maintenance, supplies and support of print and multifunction devices.

“We were looking for an advanced, networked fleet of multifunction devices to reduce the number of printers and other machines in use, but we really needed first-rate services and support to help us manage those devices,” said Bruce Davies, Manager of Strategic Procurement for the RTA.

The organisation also needed to be able to track and monitor any device on its network, in order to respond to business requirements quickly and easily.

Additionally, the RTA wanted to minimise its impact on the environment by reducing the number of its devices and upgrade to advanced equipment designed for best practice environmental standards. "It certainly is important to be part of the New South Wales Government State Plan, which seeks to reduce environmental impacts associated with greenhouse gases," said David.

Client Solution

Fuji Xerox Global Services worked closely with the RTA to assess its existing document infrastructure and needs. Complete with a clear picture of areas for improvement and working within the frame of government requirements, Fuji Xerox Global Services put forward a proposal to help the RTA improve office productivity, obtain significant cost savings and lower environmental impact associated with office printing.

"We were able to deliver a complete managed service for the RTA, including the design and installation of a standardised fleet of devices, all under a simple charge per impression," said Michael Byrne, Fuji Xerox Global Services Manager of Office Services.

As part of the contract, Fuji Xerox Global Services provides the RTA with a fleet of multi-function devices, along with a complete suite of services to proactively support, maintain, service and manage the office infrastructure. "We don't actually 'own' the devices, and basically we don't have to worry about them at all anymore," said David. "If there's an issue, Fuji Xerox Global Services usually knows about it first, and they are there to attend to it with on-site DocuCare support or through an integrated helpdesk. It's much easier for our employees too, because each office now uses the same equipment."

In fact, device issues are automatically detected by Fuji Xerox Global Services, allowing the services management team to respond quickly and anticipate RTA business needs. Complete

device tracking and management allows Fuji Xerox Global Services to pinpoint any problems, resolve them and continuously improve systems for a genuinely proactive business relationship with the RTA.

Client Benefits

"Our partnership with Fuji Xerox Global Services ultimately helps us focus on our core competencies," said Bruce. "The move to Fuji Xerox Global Services has taken the burden of device ownership and management away so we can deliver on the larger goals and objectives to improve our roads. We now have complete control over our document assets, which is something we never had before. We can move machines around to meet needs, and really understand how they are being used."

"Everything from usage patterns and support trends are analysed, gives us complete control to manage print environment more effectively."

The dedicated Fuji Xerox Global Services team and DocuCare resources the RTA has at its corporate centres also ensure the organisation has solid support should anything ever happen with a machine that requires troubleshooting.

Having Fuji Xerox Global Services on board is also helping RTA meet its environmental responsibility objectives. "We've not only seen major cost savings of some \$4 million over a five-year period, but also a 25% reduction in energy consumption associated with our document print devices representing a reduction of over 13 tonnes of carbon emissions per month," said David. "This has been achieved through the consolidation of our printers and multifunction devices and subsequent lowering in power consumption."

The RTA is also looking to further its paper consumption with workflow improvements and a print policy that encourages a cultural change toward less paper-based business activities and transactions.



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"This is just the beginning; we'll continue to work with the RTA to achieve their objectives," said Michael. "A business like the RTA is always looking at ways to improve processes, and we're here to respond to their requirements. Printing can be compared to electricity and water, it's a service, and as a key supplier to the RTA we have to make sure their business always has access so they can continue to run smoothly."

About Fuji Xerox Global Services

Documents are positioned as increasingly important management resources for today's corporate activities. Fuji Xerox provides outsourcing services that focus on the document and business processes of customers who conduct business in Japan and globally. Based on our extensive consulting experience, optimal IT utilisation and worldwide service provision structures, Fuji Xerox can efficiently manage all documents processes – from production and storage to output and usage – to achieve cost reductions and higher productivity, while also contributing to customers' business growth as their ultimate business partner.

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