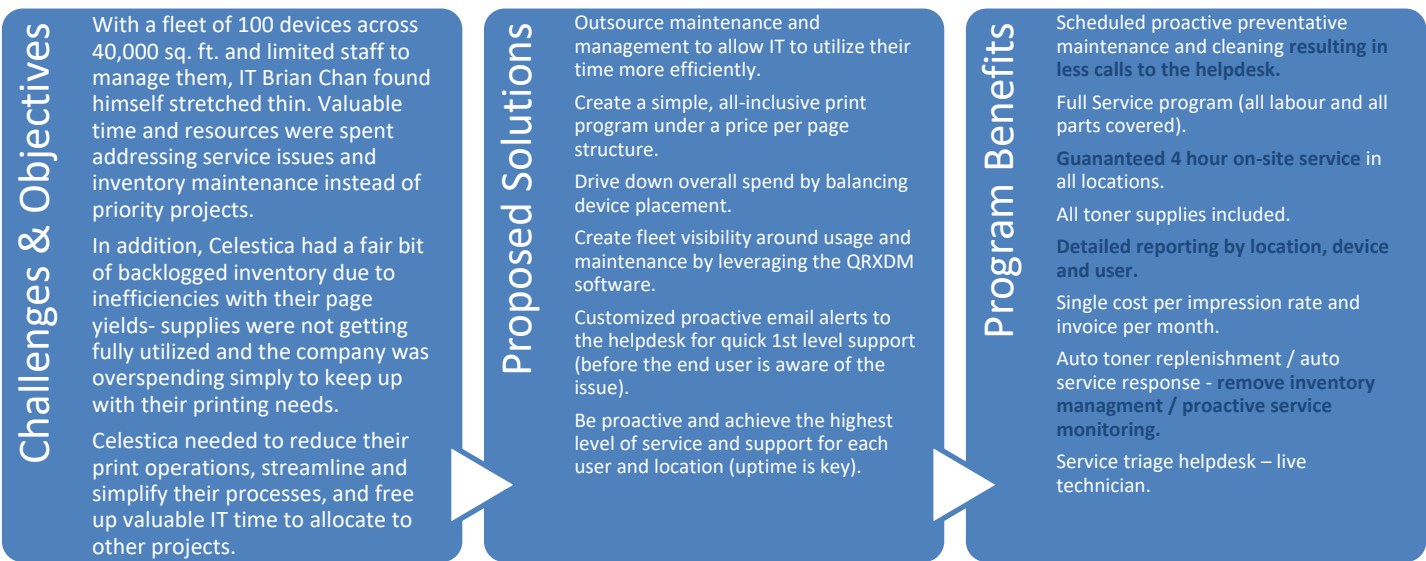## Celestica Inc. Business Profile

Celestica Inc. is a multinational electronics manufacturing services company headquartered in Toronto, Canada. Celestica's global manufacturing network comprises more than 40 locations in 11 countries in the Americas, Europe and Asia, supplying a wide variety of leading OEMs (original equipment manufacturers).

In addition to manufacturing, the company's global services include design & engineering, systems assembly, fulfilment, after-market services and supply chain managed services.

Challenges & Objectives

With a fleet of 100 devices across 40,000 sq. ft. and limited staff to manage them, IT Brian Chan found himself stretched thin. Valuable time and resources were spent addressing service issues and inventory maintenance instead of priority projects.

In addition, Celestica had a fair bit of backlogged inventory due to inefficiencies with their page yields- supplies were not getting fully utilized and the company was overspending simply to keep up with their printing needs.

Celestica needed to reduce their print operations, streamline and simplify their processes, and free up valuable IT time to allocate to other projects.

Proposed Solutions

Outsource maintenance and management to allow IT to utilize their time more efficiently.

Create a simple, all-inclusive print program under a price per page structure.

Drive down overall spend by balancing device placement.

Create fleet visibility around usage and maintenance by leveraging the QRXDM software.

Customized proactive email alerts to the helpdesk for quick 1st level support (before the end user is aware of the issue).

Be proactive and achieve the highest level of service and support for each user and location (uptime is key).

Program Benefits

Scheduled proactive preventative maintenance and cleaning **resulting in less calls to the helpdesk.**

Full Service program (all labour and all parts covered).

Guananteed 4 hour on-site service in all locations.

All toner supplies included.

Detailed reporting by location, device and user.

Single cost per impression rate and invoice per month.

Auto toner replenishment / auto service response - **remove inventory managment / proactive service monitoring.**

Service triage helpdesk – live technician.

Value Analysis

With the implementation of a Managed Print Program, Celestica saw a 35% reduction in printing costs. Using the QRXDM Software, IT could easily log in for a real time update on their fleet, freeing up resources and eliminating inefficiencies. Once automated toner alerts and replenishment started, each device was easily supplied and managed, and waste was reduced substantially. IT immediately saw the benefit of no longer needing to address standard print needs throughout the day.

QRX provided a seamless takeover of communication to manufacturers which eliminated lag time and facilitated swift response and action for the company.

"I didn't believe we would save money, so I let the POC (proof of concept) prove itself. In the end, I was happy with the service and saved a lot."
- IT & Operations Manager
Celestica

Next Steps…

Now that their print operations have streamlined, Celestica can next address other venues to ensure simpler and more efficient processes; including a Hardware refresh, Mobile and Secure printing, Document Workflow, Capture and Routing, and Job Tracking.

Whatever the need, QRX Technology Group can be trusted to consult, recommend and implement the best solutions for your business

To get started …
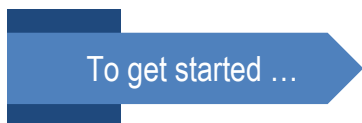
Contact us at 1.888.738.0819 or visit www.qrxtech.com