

Wide Format Solutions  
Civil Engineering Institute of Macedonia



# THE CIVIL ENGINEERING INSTITUTE OF MACEDONIA: PEACE OF MIND WITH CANON ESERVICE SOLUTION

**Company name:** Civil Engineering  
Institute of Macedonia

**Industry:** Construction

**Founded:** 1975

**Location:** Skopje, Macedonia

**Services:** Civil engineering

The **Civil Engineering Institute of Macedonia (CEIM)** was founded in Skopje in 1975. Today, the institute employs more than 350 people and has expanded its business from North Macedonia to other nearby countries: Montenegro, Serbia, Kosovo, Albania and Bosnia and Herzegovina. In the field of construction, the CEIM is one of the most influential regional companies, involved in some of the largest

infrastructure projects in the Western Balkans. Construction industries have very specific printing requirements: high printing volume, high precision drawing, large formats. In recent years, the institute has managed to boldly optimize the printing and plotting processes, which have previously caused them considerable inconvenience.

**Canon**

See the bigger picture



## What About the Ink Running Out? How Did They Solve the Problem of the Continuous Availability of Ink?

At the CEIM headquarters in Skopje, the plotters were installed on two separate floors, in rooms intended solely for printing. Engineers are enthusiastic about them, as they can use them completely independently. Namely, CEIM does not have a person in charge of plotter management, so the engineers organize and plan the printing according to the availability of devices. Plotters are connected to the server and the institute's network and in this way are adapted to work with a larger number of users. So far, there have been no problems with this way of working. Problems occurred elsewhere.

“The company’s policy is to keep certain supplies of ink in stock. However, when a major project arrives that we were not informed about in advance, printing can easily stop due to lack of ink. The inconvenience is even greater if this happens at the end of the workday when there is no one there to take care of the replacement ink. For example, architects and engineers may need to print 3,000 square meters of plans, but the ink and paper supplies are only enough for 300 square meters,” Tode Kasapinov explains.

## Step by Step to Improvement

Tode Kasapinov is the head of the IT department at the company. As is often the case in similar positions, Kasapinov was not in charge of just one narrow area when he joined the CEIM, but he was roughly in charge of all matters related to information technology. Including printers and plotters. The company used these devices regularly, which was a rarity at the time. In 2008, he found that their old plotter could no longer cope with the increasingly demanding tasks, so the institute decided to buy a more efficient one with a scanner that could scan the plans.

However, the cost of printing and maintaining the selected device turned out to be higher than expected. With the announcement of a major new project – the construction of the Kičevo–Ohrid motorway – a decision was made in 2014 that they needed a change. They invested in the **Canon imagePROGRAF 815** plotter and this step marked the start of their long-standing partnership with Abix, Canon’s certified partner.

Enthusiasm about the efficiency of the new plotter caused an increase in the number of devices soon after. They also bought a **Canon imagePROGRAF 770** for the CEIM administrative building, but because they also needed a plotter for larger quantities of prints, they added a **Canon imagePROGRAF TX3000**, which proved an excellent investment especially due to its favourable ink consumption. Two plotters are now installed at the company’s headquarters in Skopje and the third is in use at a remote site near the highway.

“The engineers were very pleased with the plotter because of the speed, which was 15–20% faster than the devices we used before. All of a sudden, everyone wanted to print on the Canon plotter.”

**Tode Kasapinov,**  
Head of IT, Civil Engineering Institute of Macedonia





## The Next Step?

With the expansion of the institute's business, their needs for large format printing are also increasing. Kasapinov and his team are therefore already considering strengthening their fleet of devices with the **Canon imagePROGRAF TZ30000** plotter, which will also enable Canon eService in its entirety as a pay-per-click service. Of course, the decision does not fully depend on him, but his opinion will certainly have a positive impact: "I am pleased that Canon has developed such powerful software for monitoring the status of devices. It is an excellent service."

Abix therefore had occasional problems with service support and the timely delivery of supplies. Because the CEIM is one of their key customers and their number one concern, they decided to offer them an innovative **Canon eService** solution that provides the company and the remote administrator with an overview of the plotters' status, both in terms of ink consumption and device performance. It was the device status monitoring that triggered a key difference in the efficiency of printing at the CEIM Institute.

## Canon eService in Everyday Practice

In June 2021, Abix implemented Canon eService. It was a simple software upgrade, without any new devices. So CEIM and Abix now have realistic information on the device status at all times. When the printer starts to run out of ink due to an extensive project (when the level falls below 20%),

Abix service support and the IT team at the institute receive an electronic notification in the control system and can deliver new supplies on time. When minor (non-mechanical) errors occur in the plotter, the service technician can resolve the issues via phone. And even when an on-site service visit is urgently needed, the service technician is ready for the issue on hand, thanks to the known service code.

Kasapinov said that plotters mostly work flawlessly, extremely accurately and economically. The devices are turned off at the end of each workday, so they also really like a fast start-up every morning. The time and cost savings are significant. The service response time is shorter, and user productivity has increased. CEIM employees can now pay close attention to their work, knowing that they will not run out of printing ink during major projects when everything is hectic.

## Focus on running your business

Canon eService is an all-in-one service for plotters, where you only pay for the inks you consume, while everything else is included in a fixed monthly fee. With secure online remote monitoring of the status of supplies, the print service provider can assess ink consumption and anticipate on-time delivery and service for you. Canon eService automatically notifies the service provider in case the plotter requires attention, so running out of ink or missing routine maintenance is no longer an issue. In case of recorded errors, response times and downtimes are shorter, driving down the costs and impacting minimally on productivity. Learn more about Canon eService here: [www.canon.com.mk/canoneservice](http://www.canon.com.mk/canoneservice).

Canon CEE GmbH  
Representative office Belgrade  
Omladinskih brigada 90v  
11070 New Belgrade  
Serbia  
Tel: +381 11 3533 480  
[www.canon.com.mk](http://www.canon.com.mk)

Follow Canon CEE  
on social:  
 

# Canon

See the bigger picture