

Managed Print Services
EPTISA



HIGHER PRODUCTIVITY WITH IMPROVED PRINTING PROCESSES

Company name:
EPTISA

Founded:
2001

Location:
Tbilisi, Georgia

Services:
Consultancy, project management,
construction, engineering and information
technology services.

EPTISA Servicios de Ingenieria S.L. was founded in 1956 and established its permanent branch office in Tbilisi, Georgia, in 2011. Today, the branch office is fully staffed and provided with all necessary equipment. It integrates several companies that serve society by performing consultancy, project management, construction, engineering, and information technology services.

The office team has rich experience in managing big and complex international projects. The close

collaboration with the local administration has led to various successful projects. Furthermore, the current projects of EPTISA in transportation, drinking water, energy, and economic and social development have placed supreme responsibility on the quality of not only the service that the company provides but also the internal processes. In turn, current risks in the external market and the global economy have led the company to take firm steps in being proactive in efficiency and effectiveness.

Canon

See the bigger picture



- Printing speed – the printing process must minimize the time spent on the printing process itself.
- Paper capacity – the equipment must withhold a high number of papers to minimize refill time and quantity.
- Online connectivity – the printing process must be monitored, controlled, and constantly improved through online tracking.
- Scan speed – the effort and time spent on scanning various materials must be considered as much as the printing processes.
- Maintenance and service – the service and the attitude that the vendors deliver to EPTISA must eliminate the extra resources spent on equipment maintenance. Moreover, communication with the vendor must be timely and effective.

Preparation for the Future

As EPTISA was concerned with adverse economic and market conditions, drastic measures were necessary for the management. These measures included changes and improvements not only in the printing processes within the company but also in the holistic approach towards overall company effectiveness.

Thus, when the internal audit discovered several key bottleneck operations, the printing processes within the company were under close examination. As stated by Natalia Patiashvili, the business development specialist of EPTISA, printing was not considered a stand-alone process; the management discovered that most of the key operations were tied to the capacity at which the employees could print their materials. For instance, as the company grew, their printing output was on an even steeper

rise with over 5,000 black and white and 14,000 colour pages per month. The stability of such capacity was in turn the cornerstone of EPTISA's path towards improving productivity. Hence, the decision was made to upgrade the printing process and ensure the reliability of printing operations.

Criteria for Effectiveness

The printing process was interlinked with most of the operations at EPTISA; as the company was involved heavily in diverse and complex international projects, the printing processes included printing not only the documentation of the company but also project files, blueprints, and other technical files, which in turn justified the purchase of the Canon imagePRESS C165. Hence, the criteria for selecting the right partner were meticulously planned and outlined. Natalia Patiashvili pointed out the following criteria for selection:

EPTISA considered several possible vendors. However, they were relentless in finding the vendor that would not only meet the established criteria but would beat the competitors in providing the best option for each outlined feature. Thus, they decided to partner with Canon, and the first step was to purchase an imagePRESS C165. As mentioned earlier, EPTISA needed a high-quality printing solution for technical and project files, archiving, and productivity improvement. They accomplished all of it with the imagePRESS.

Planning for Success

Procurement of one piece of equipment was not the sole outcome in pursuit of effectiveness. The management of EPTISA established that in order to ensure the perpetuity of organizational and process development, a number of other innovations must be introduced to the company.

The major change that the company is planning is the

implementation of the uniFLOW solution in 2023, which will be connected to the imagePRESS C165. Adopting an integrated platform for all print, scan, and device management will enable EPTISA to track and assess the usage of all printing and scanning processes in order to optimize both the productivity of employees and the flow of printing processes. However, Natalia Patiashvili mentioned that EPTISA was eager to install uniFLOW not only for productivity reasons. The platform helps the printing process control and employee productivity; nevertheless, the increase of document security through authorized access and connection to the cloud technology was also a pivotal point in decision-making. Due to the industry in which EPTISA operates, the security of internal documents is of the highest concern, therefore, tracking not only the details of the printing processes but also the printing activities of employees are crucial.

Another change that the management of EPTISA is applying in 2023 is the organization of scheduled maintenance checks based on the usage of devices. Natalia Patiashvili implied that it was important “to be proactive in solving the issues and to anticipate them before they arise”. Hence, scheduled maintenance checks of Canon products and software will prevent future inconveniences within the printing processes.

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“The changes within EPTISA are inevitable, which is why we are excited to collaborate with Canon and establish a firm and mutually beneficial relationship.”

Natalia Patiashvili,
development specialist of EPTISA

Future Endeavours

Natalia Patiashvili noted that the changes within EPTISA are inevitable, which is why the company is excited to collaborate with Canon and establish a firm and mutually-beneficial relationship. Furthermore,

Natalia believes that the steps taken by EPTISA to improve the printing processes in order to achieve productivity are only the beginning; as the company is planning a rapid expansion within its area, the relationship with Canon will only get stronger.



See the bigger picture