

CASE STUDY

KEEPING A FAST-PACED DISTRIBUTION OPERATION RUNNING ON TIME

How Oxbow, in partnership with FUJIFILM, gave a Cape Town business the print reliability and service response its order and delivery paperwork depends on.



Customer background

Established in 1988, this Cape Town business works at pace with a diverse group of international clients. Accurate record keeping is not optional in that environment. Printing, delivery notes and order documentation all have to be processed correctly and on time, every working day.

Case Study at a glance

Challenges

A fast-moving operation with international clients leaves little room for paperwork errors or delays. Printing, delivery reports and order documentation all had to be processed accurately and on schedule. Previous service experience involved long waits for calls to be attended to.

Oxbow & Fujifilm Solution

Service response treated as part of the solution, with call turnaround committed to upfront. Demonstration of FUJIFILM build quality and its effect on everyday interruptions such as paper jams. Installation of two FUJIFILM 4030 devices, set up and configured as a single deployment.

Benefits and Results

Faster print speeds across daily document work, with fewer interruptions to the flow. Lower overall operating costs against the previous setup. Service response that matches the pace the business actually works at. A working relationship that has opened the door to further support across the business.

CASE STUDY

The Challenges

This is a business that moves quickly. Working with a diverse group of international clients means the paperwork behind every order has to be accurate and available when it is needed. Printing, delivery reports and order documentation are not background admin here, they are the record the whole operation runs on.

The team's previous experience had been the opposite of reliable. Service calls took a long time to be attended to, and the waiting turned what should have been minor equipment issues into disruptions that reached the client-facing side of the business. Reliability was the requirement, and the response behind it mattered as much as the hardware.

The Oxbow & Fujifilm Solution

Oxbow led with service. Before any discussion of specification, the commitment was to how quickly calls would be answered and attended to, because that was the part of the previous arrangement that had failed. From there the conversation moved to the build quality of FUJIFILM devices and what it does to the everyday interruptions, paper jams chief among them, that cost a busy office more time than most businesses account for. Two FUJIFILM 4030 machines were installed, with Oxbow handling the setup end to end so the changeover did not interrupt daily operations.

“Two FUJIFILM 4030 multifunction devices, installed and configured as a single deployment to support daily printing, delivery reporting and order documentation.”

The Benefits

The devices deliver faster print speeds at lower overall operating costs than the setup they replaced, and the build quality has reduced the everyday stoppages that used to interrupt the flow of work. For a business where documentation moves at the same speed as the orders, that consistency is the result that matters.

Service response has been the other half of it. Meeting the standard the business was promised has turned a supplier arrangement into a working partnership, and further opportunities to support the operation have followed, backed by the ongoing partnership between Oxbow and FUJIFILM.

Thinking about bringing your printing in-house?

Talk to Oxbow about a print solution built around how your business actually works.

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