



>> Case Study 4: Segment Rollout

Mass installation of 9,500 printer systems under the general framework of a "Managed Printing Solution" in two European countries.

Industry sector:

Chemistry

Assignment:

A leading printer manufacturer commissioned Hemmersbach with the installation or replacement of 9,500 printer systems at various customer locations in two European countries within eight months. Hemmersbach was to set up a temporary logistics location and provide staging of the equipment.

The challenge:

After planning the temporary logistics location, the first challenge was to co-ordinate with the customer the most efficient way to replace equipment at the various locations. The machines sometimes weighed up to 200 kg, which made the transfer difficult to perform. Furthermore, 100% correctness of the data in the system settings and assets data, which were the basis for automated maintenance and invoicing steps, was required.

Procedure:

We controlled the exchange of 9,500 printer units with the Hemmersbach Process Management System from storage and installation of the new computer to the return of the old machine. The printers were made ready in the staging center of the temporary logistics location and then distributed to the installation location by technicians with trained local knowledge and as required with three-man carrying aids. At the same time, the old computers were also prepared by us for dismantling and removal transport.

Results:

Optimum value performance by means of efficient process control whilst adhering to the rollout plan enabled the Managed Printing Solution to be started at the planned time.