

DECEMBER 2020

Case Study

Institute of Management and Commerce



The Australian National Institute of Management and Commerce (IMC) is an innovative private higher education institute offering both postgraduate and undergraduate degrees. Established in 2001, this institute specialises in Management and Commerce, aiming to provide students with top quality higher education. IMC's main campus is located in Sydney, with over 100 office staff including academic and supporting staff, and approximately 1,200 students, both international and domestic. Main courses on offer include those within the areas of Accounting, Finance and Law.

Customer Success

The Challenge

IMC required a supplier that was able to provide the right solutions, but also maintain open lines of communication, and responsiveness when issues arose. This was an issue with previous suppliers.

“When experiencing issues with our multifunction devices, it could take days before we would receive a response. We had this occur several times with the previous supplier, and we were not satisfied with that.” says Anning Liu, from IMC.

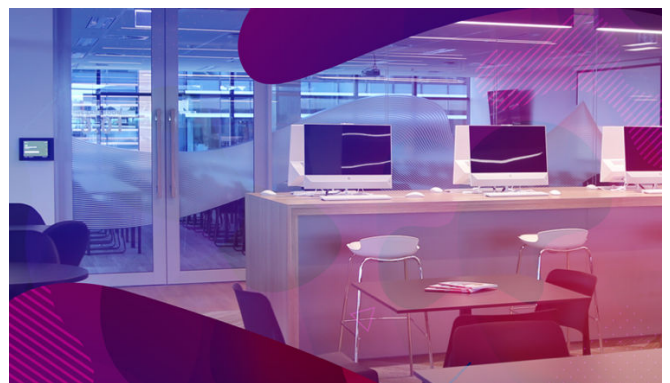
There would be consistent issues when printing on heavyweight stock, and as a result the customer would need regular servicing and parts that were constantly being replaced. This was causing unwanted disruptions to the business while the printers were not operational.

It was also important for the multifunction devices to be equipped to handle high quality printing, that was not only cost-effective, but sustainable as well. IMC needed a supplier that could help their workplace become ‘smarter’ with more efficient processes to help drive up productivity . This would include solutions that were not only easy to use, but also of the latest technology.

The Solution

B2B Technologies understood the needs of the customer and was able to implement various solutions, including print devices, print software and collaboration solutions. From the signing of the contract to the installation of the devices, our service team and dedicated account manager has been there every step of the way to ensure our customer was well looked after.

“The ease of communication and quality of service with B2B has been very impressive. We can always get help and a response when we need it,” says Anning.



How B2BT Helped

A range of Ricoh products were implemented in the office that are top-of-the-line and are of the latest technology. The Ricoh Interactive Whiteboard was installed and has been used for video conferencing, and allows their staff and external partners to connect even when using other conferencing platforms. Most of the video conferencing is done with overseas organisations.

“We are finding the Ricoh interactive whiteboard very easy to use. The eraser feature is a great function. I’m impressed at how quickly our staff have picked up how to use the new technology. It has definitely helped improve our ability to connect with our partners,” says Anning.

For printers, the Ricoh IM C4500 and IM C300F devices were installed around the office for staff use, equipped with a booklet finisher option for the printing of marketing materials, as well as booklets. The fast printing speed of these models has been extremely beneficial for printing of academic materials like exam papers and lecture materials.

“Papercut software is currently being used with the printers for the students. It allows us to control paper wastage, and also keeps students accountable for their print usage. In an effort to be more sustainable and help prevent wasted documents. Not only this, but we have received positive feedback

from the students who use it ,” says Anning.

Papercut will also be implemented across the print devices being used in the office and admin areas. This will allow monitoring and reporting of what staff are printing and also help reduce costs which is a requirement of the finance team.

“Overall, we are excited about a continued partnership with B2B technologies with further opportunities down the track to implement software solutions to help automate processes around capturing data from papers, and looking into smarter ways of doing things,” says Anning.



“This is only the start of a long-term partnership between B2B Technologies and IMC”

Anning Liu, IT & Facility Manager at IMC.

Product Overview

Ricoh IWB D7500

The Interactive Whiteboard D7500 is simple to use and allows users to digitally display, write and share information. This Whiteboard has a 75-inch screen, ultra 4K HD display.

Working across multiple locations is simplified with real-time sharing, with no software needed. Additionally, it can act as a video conferencing device with its built-in speakers and support for optional camera.

The Interactive Whiteboard supports USB and bluetooth, and also has audio input.



This Ricoh IWB D7500 (pictured) is shown with optional stand.



Ricoh IM C4500

The Ricoh IM C4500 is a colour A3 multifunction printer.

Equipped with the latest technology, it is able to print, copy and scan, with perks of installing software as you need it, as well as additional security of documents.

This device is able to print up to 45 pages per minute, has a 10.1 inch operation panel and supports mobile printing.

To find out more, please visit www.b2btechnologies.com.au or call us on 1300 213 074