

APRIL 2021

Case Study

Arrow Transport



Arrow Transport provides logistics and transport services throughout Australia. Operated and owned in Australia since 2011, with over 200 employees. Arrow Transport aims to provide unmatched customer service to all clients, through their range of transport and distribution services. Arrow Transport's motto is 'Big enough to get the job done, but small enough to care'. They have quickly become a key player in the Australian transport and logistics industry.

Customer Success

The Challenge

Arrow Transport required a service provider that was able to help improve the print output quality of their devices, provide faster processing and print speeds and reduce the very frequent maintenance visits which was being experienced. The constant jamming, inconsistent user interfaces and print drivers made working across different areas in the business a challenge. They also had a lack of consistency across the print devices to allow for prints to 'hold and release' across the fleet of devices.

“We needed reliable, durable and fast machines that could handle our usage, and scanning. This specifically was problematic and not always reliable, especially when operating at a slow speed,” says the Office Manager at Arrow Transport.

The need for a more personalised approach was becoming apparent, as dealing with different suppliers was more difficult than realised, especially with the growing needs of the expanding business.

“We needed a supplier who was willing to provide hands-on, personalised customer service that continued after signing the contact, and the installation of the devices”.



The Solution

With a growing business, and over 300 employees, it was important to implement solutions that best suited the business, while also ensuring heightened productivity.



How B2BT Helped

Through Kyocera technology, printers were implemented with higher processing speeds than ever before, ultimately helping to increase productivity and reduce down time. Functions were also simplified using a common interface across larger devices and desktop machines, which allowed permanent and casual staff to easily engage with user-friendly control panels and print drivers.

The depot required robust and reliable equipment that could withstand hard knocks that are uncommon in a regular office environment. Not only this, but durable and low maintenance devices were installed for high volume warehouse print zones.

“The change in provider allowed us the flexibility to make changes as we needed, which has resulted in a reduction in cost and simplified contracts that allowed for a complete managed service facility,” says the Office Manager.

Reduced costs can be traced to the automated consumable ordering across the entire fleet and country, as well as the additional fleet of small desktop print solutions that are not only compact but have a low running and maintenance cost.

Time was also saved through the lowered maintenance requirements of the machines, as well as employing a

single print driver platform across all warehouse machines, which made it simpler for warehouse staff to work across different stations.

“B2B Technologies showed an understanding of previous obligations across a range of facilities, and we now have a simplified and more structured facility in place that works for us. We felt we were partnering with a business that has the same philosophy as we do “Yes, we’re big enough to get the job done, but small enough to care””, says the Office Manager.

Overall, partnering with B2B Technologies provided Arrow Transport with the dedication and flexibility needed for the business to prosper.



“We needed a supplier who was willing to provide hands-on, personalised customer service”

- Office Manager at Arrow Transport.

Product Overview

Kyocera TASKalfa 3253ci

Kyocera's Taskalfa 3253ci is the ideal multifunction printer for the office. It provides high-quality prints in vibrant colours, with the ability to handle various types of paper.

It's advanced colour technology and award winning engine ensures quality and consistency, proving it to be the perfect device to help companies maintain productivity, as well as ensuring their data and information is kept secure.



Kyocera Taskalfa 3253ci shown with optional finishing.



Kyocera TASKalfa 356ci

The TASKalfa 356ci is designed to be an A4 printer with the capabilities of the larger A3.

This machine is branded to "do more" with its market-leading print speeds, paper handling and colour output.

Take advantage of its multifunction capabilities including print, copy scan and fax, as well as additional output and finishing options.