

## EMBRACING THE FUTURE OF WORK AT SINGAPORE CHEMI-CON

Company Name	Singapore Chemi-Con Pte Ltd
Industry	Electronics
Founded	1974
Location	Jurong
Services	Design, manufacturing and distribution
Website	<a href="http://www.chemi-con.co.jp">www.chemi-con.co.jp</a>
Relationship with FUJIFILM Business Innovation Singapore	XX years



### ABOUT SINGAPORE CHEMI-CON

Originally set up as a sales office in 1974 to serve growing Southeast Asia markets, Singapore Chemi-Con was rooted in the sale and distribution of high-quality Nippon Chemi-Con electronic capacitors. It played a vital role in maintaining high service standards for the Japanese Multi-National Corporation by leveraging new tools and technologies and delivering best-in-class electronics solutions. With a strong ASEAN presence, Singapore Chemi-Con has since evolved into a full-fledged distribution network for electronic parts and communications equipment.

### WORKFLOW CHALLENGES

Owing to Singapore Chemi-Con's organic growth over the years, there is no single centralised depository for the convenient storing and sharing of information. Heavily reliant on manual effort, retrieving information was laborious and mundane, and subjected to human errors. Even when out making sales calls, it was not uncommon to have sales staff returning to the office to retrieve important documents in between meetings. This resulted in unproductivity for its mobile workforce.

In addition, the business' existing fleet of printers began to present issues. Employees faced frequent printing bottlenecks given the equipment's production rate of 20 pages per minute. Document storage and printing processes were also not in sync, which caused staff to operate inefficiently. Overall, the lack of usage control and monitoring made it administratively challenging.

### MACHINE AND DIGITAL INTELLIGENCE

In collaboration with Singapore Chemi-Con, FUJIFILM Business Innovation Singapore's business consultants reconfigured its operational workflow by analysing the company's working needs. FUJIFILM Business Innovation Singapore's solution empowered Singapore Chemi-Con with greater agility by aligning applications and workflows on a single cloud. In addition, it helped streamline print, copy, scan and fax tasks, allowing staff to digitally store, access and print documents securely and with ease.

To enhance Singapore Chemi-Con's print environment, DocuCentre VI C4471 multi-function devices (MFDs) were installed to drive higher productivity output. By leveraging high resolution and advanced toner technologies, the

DocuCentre MFD produces clear and sharp text and lines with smooth gradations. It also provides easy-to-use image quality adjustments and is able to support high-quality printing on long paper of up to 320 x 1200 mm. Beyond printing, the MFDs are powered by duplex automatic document feeders that can scan both sides of a document at a rate of 270 pages per minute for greater work efficiency.

Equipped with Smart WelcomEyes, the DocuCentre VI C4471 is designed to detect human movement, activating it for use when someone approaches. Powering only the functions requested by users through a Smart Energy Management system, the FUJIFILM Business Innovation Singapore MFDs help reduce power consumption and carbon emissions, making FUJIFILM Business Innovation Singapore one of the leaders in the industry when it comes to high energy ratings.

In addition, the advanced functionalities of the MFDs also enable varied finishing functions from stapling, hole-punching to folding, with a stapling thickness of 50 to 65 sheets. FUJIFILM Business Innovation Singapore's high-capacity finisher tray is also able to accommodate up to 3000 sheets of paper.



Instead of relying on fixed printers, staff would be able to upload their documents to the cloud system and release their print jobs from MFDs that are most convenient to them. This new set-up helped support the various teams at Singapore Chemi-Con and break department barriers.

To support efficient and seamless printing in a digital workplace, FUJIFILM Business Innovation Singapore's in-built machine intelligence, Electronic Partnership Broadband (EP-BB) enables the delivery of key operating information such as preventive maintenance alerts and usage data. EP-BB is the communication platform for all FUJIFILM Business Innovation Singapore Remote Service interactions and is a secure, one-way connection that enables device diagnostic data to be sent over the Internet quickly and reliably. This solution leverage on our predictive technology to anticipate faults and take corrective actions beforehand for optimal device performance. This automates data extraction and thus reduces manual intervention on Singapore Chemi-Con's part. Beyond the transactional capture of information, this predictive intelligence achieves higher value and improve

device uptime, accelerate time to resolution and increase productivity in a digital-centric workplace.

Managing Singapore Chemi-Con's multiple devices and usages was also a breeze with FUJIFILM Business Innovation Singapore's ApeosWare Management Suite, a comprehensive document management platform. This software generated print output and log accounting reports, as well as created a mobile environment for Singapore Chemi-Con. With the MFDs linked to EP-BB, Singapore Chemi-Con is now able to monitor, maintain and replenish printing supplies proactively, with automatic billing readings and usage reports, efficiently organising devices and eliminating the company's administrative burden.

### **EMBRACING DIGITALISATION**

FUJIFILM Business Innovation Singapore has answered Singapore Chemi-Con's need to work in new agile ways. Sales teams were now able to access documents on the cloud and collaborate securely when out on the field. This changed the nature of work at Singapore

Chemi-Con and enabled the team to respond to customers' requests efficiently, securely and quickly on the go.

With the MFDs forming a central hub, Singapore Chemi-Con orchestrated a highly productive workflow by simplifying its routine tasks. Besides empowering the marketing team to produce last-minute print jobs and banners for customer networking events or trade shows, the new set-up has resulted in a 9.5% savings in monthly operating costs for the company.

Work efficiency also improved as documents in Japanese language originating out of its headquarters could be easily processed and shared in the local office. Instead of manual filing and sorting, Singapore Chemi-Con was able to redeploy its administrative staff to higher-value roles like quality customer service. The team also benefitted from a faster print rate at 35 pages per minute, freeing staff to better focus on their core responsibilities. This has created a digital workplace at Singapore Chemi-Con that minimises human error while increasing speed and operational efficiency.



“ In today’s highly-connected world, we bring our work with us anywhere and everywhere. FUJIFILM Business Innovation Singapore’s products and solutions are designed to boost productivity and have allowed us to build a secure and open communications environment where we can connect on demand. This has changed the way we work for the better.”

- Ms. Jessie Ng

#### Objective

- To build a productive digital workplace

#### Challenges

- Large amounts of paperwork
- Time-intensive printing and scanning processes
- Low productivity levels

#### Approach

- To introduce cloud-based software that supports mobile printing


#### FUJIFILM Business Innovation Singapore Solutions


- DocuCentre VI 4471 and V 3065
- ApeosWare Management Suite
- Electronic Partnership BroadBand (EP-BB)

#### Benefits & Results

- Convenient printing on the go
- Reduced paperwork with digital file storage, retrieval and sharing
- Better resource allocation for increased productivity
- Greater cost savings of 9.5%

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