

MAX TECH



A right-fit print service, value for money and personable approach that counted for ISO Limited

ISO Limited is a port logistics company operating throughout New Zealand. They handle millions of tonnes of cargo every year.

When ISO's existing managed print solution agreement was coming to an end, ISO reached out to OfficeMax and Brother, along with other major copier vendors, requesting a fit-for-purpose managed print services solution. OfficeMax was ISO's trusted office supplies, cleaning products and milk provider.

According to Justin Scholes, GM Commercial & Business Development at ISO Limited, the total package convinced him to switch to Brother through OfficeMax as the Authorised Reseller.

Results at a glance



Robust equipment

Printers that were right for the harsh environments.



Cost savings

Savings on monthly hardware costs and reduced cost-per-page charges.



Nationwide service

A managed print service that took care of everything nationwide and in remote locations.



End-to-end support

A perfect-fit relationship where they felt welcome, heard, and fully supported by a team with aligned values.



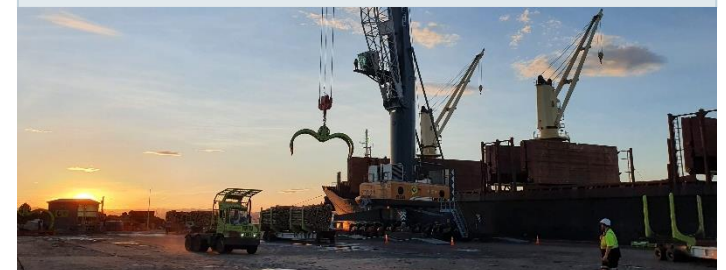
Smooth installation

A seamless rollout that didn't disrupt business as usual.



Consolidated invoicing

Incorporated ISO's cost centre codes making it easy to proportion individual site print costs.



LET'S GET
IT DONE

“It came down partly to cost, but Brother also made us feel welcome and that they valued the potential partnership. They did some good homework about our business and took the time to understand us.”

Justin Scholes, GM Commercial & Business Development, ISO Limited

The Challenge

ISO Limited operate from Marsden Point to Bluff at ports and log yards, including some isolated locations. Their print machines are often in transient buildings where there is constant grease, dust, and dirt.

The site operators needed simple, robust printers that were easy to use and worked well in harsh environments around the clock.

These were their key challenges:

1. Nationwide remote locations

ISO locations are widespread, and many are off the beaten track.

They needed a supplier to set up the printer network, service it and provide on-the-ground support in every location.

2. Harsh environments

The printers needed to work well in portable buildings that moved from site to site, where they would be subjected to grease, dust, and various weather conditions.

3. Avoiding disruption from the changeover

ISO was looking for a solution that promised their team a well-managed fast rollout with training and support.

4. Easy for users

ISO wanted a print service that faded into the subconscious while they got on with their work. They needed a managed, complete solution with processes and admin that were simple.

“It’s always a challenge to change suppliers. We needed a fit-for-purpose solution that could be rolled out fast and orderly without disrupting operations.”

Justin Scholes, GM Commercial & Business Development, ISO Limited



The Solution

Brother, in partnership with OfficeMax, was selected as the best fit Managed Print Service provider for ISO Limited.

They formed a cross-organisation team who took time to understand ISO’s unique printer needs and the people who would be using the technology. Together they designed a custom print service solution.

They didn’t just replace like-for-like. They analysed usage at individual sites and specified various models to ensure they were fit for purpose.

These included A3 Konica Minolta copiers for A3 colour requirements, and robust, cost-effective Brother laser multi-function printers, which would work best in harsh ISO working environments.

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“They put forward machines that were fit for purpose instead of upselling. They took the time to get to know us and went out of their way to make it a good experience. The rollout of machines was great. Plus, their contract was straightforward, fair and transparent.”

Justin Scholes, GM Commercial & Business Development, ISO Limited

Along with interest-free finance, it offered a considerable cost reduction while meeting all functional print service requirements.

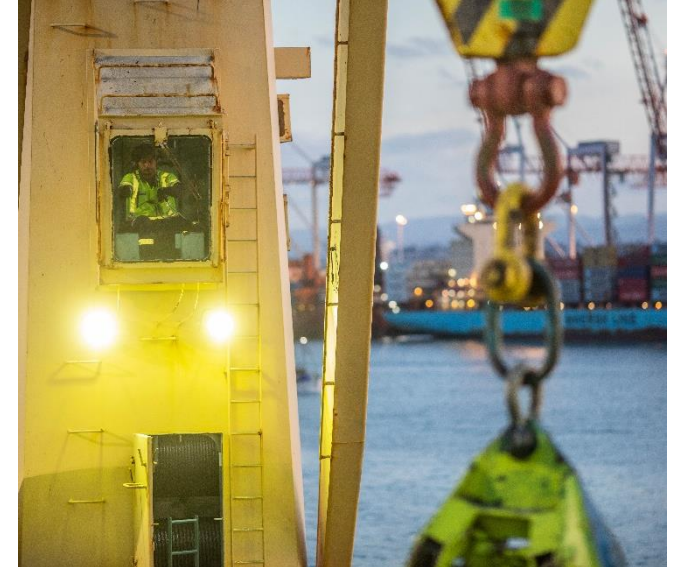
Their proposal included full service and support of printers in all ISO locations.

Added benefits like staff training, free-to-site consumable replenishment, a 24/7 New Zealand-based helpdesk, and proactive maintenance met ISO’s requirement for the service to be hassle-free for their team.

Since OfficeMax was already an existing supplier for ISO, they could provide consolidated invoicing, incorporating ISO’s cost centre codes, making it easy to proportion the print costs against their individual sites and reducing admin time for accounts teams.

The Results

The solution was right for ISO. The network of printers was a better fit for their business environment and came at less cost. The changeover was managed well, and the people and their approach made ISO feel valued and supported.



“They made us feel like we were a key business partner and wanted to work with us to find a cost-effective, fit-for-purpose managed print solution. They challenged the status quo by putting forward a solution that was really right for us at a great price point resulting in some good savings.”

Justin Scholes, GM Commercial & Business Development, ISO Limited

**Do you think this solution could be the answer to your business needs?
Talk to one of our Tech Specialists to see how we can help you.**

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