



SOS
systems

Secure Cloud Print Case Study

Transvalair is an international freight forwarding business. Headquartered within the Manor Royal Business District in Crawley, West Sussex, it operates out of locations across the UK, as well as Malaysia and Dubai.

It provides courier and freight services via air, sea and road to a broad range of customers and has shipped everything from priceless works of art to armoured vehicles.

AN EVOLVING RELATIONSHIP

SOS Systems has been partnering with Transvalair to provide a managed fleet of Canon devices for several years.

When Transvalair made the decision to relocate their head office, they tasked SOS with maintaining constant access to printing resources throughout the move. The challenge was to provide continuity of service across the old and new premises, with no disruption to day-to-day operations.

To guarantee continuity of service, SOS Systems provided additional loan machines; so Transvalair staff working at the old office location could continue to print while their devices were relocated to the new site. Once the move was completed, SOS Systems' engineers had the devices installed and operational within 30 minutes, minimising business disruption.

"SOS were extremely helpful, from start to finish, and made the whole move very straightforward. We just had to tell them when we needed the printers ready and they took care of the rest", Roberto Bejar, IT Manager Transvalair.

"The quick turnaround meant we could start work at our new office straight away. SOS Systems understood our requirements and completed the job with the minimum of fuss, so we couldn't be happier."



Following the new deployment SOS Systems provided ongoing technical support, including remote monitoring of devices to facilitate proactive maintenance and minimise machine downtime. Partnering with SOS Systems also means having a shared vision for the future of print management across the business. The SOS Systems account management team continue to advise Transvalair on how to improve the security and data protection compliance of its printing processes. SOS Systems also works closely with stakeholders throughout the Transvalair organisation to identify process automation opportunities and to help the business meet its sustainability objectives.

JOURNEY TO THE CLOUD

In 2022, Transvalair decided to complete their print management journey to the cloud and migrate away from the last of their on-premises servers. The move was driven, in no small part, by the desire to eliminate on-premises hardware and reduce the overall cost of server licensing. However, cost was not the only motivator. By implementing a secure, cloud-based print management solution, Transvalair gained access to a much richer source of business intelligence. The new system provides a holistic view of printer usage across the entire organisation, with the ability to drill down into detail on usage by device, user and application. Centralised management also helps streamline and automate processes, with enhanced security, simplified user management and installation. The single, unified platform supports all onsite printing, scanning and remote or mobile printing workflows. With greater control over the print management process, Transvalair was also able to contribute to its sustainability targets. By enforcing print policies such as duplex printing, mono-by-default and requiring employees to authenticate prior to print, Transvalair has significantly reduced wastage.

RESULTS



SERVICE
EXCELLENCE



MINIMISE
DOWNTIME



PROACTIVE
SUPPORT



INFORMED
DECISION MAKING



SECURE
PRINTING



REDUCED
WASTAGE



Established in 1985, SOS Systems is a leading provider of print and document management solutions. ISO9001 2000 accredited, we are one of a select few Canon Platinum Partners in the UK. We help customers nationwide achieve their compliance obligations and digital transformation objectives through a portfolio of innovative software and services. From secure print management to e-Signature and Accounts Payable solutions, everything is backed by our Prince2 certified professional services team.

INNOVATION | TECHNOLOGY | SERVICE

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