

The new in-house printing centre solution has helped Quadra-East Generation's Lipetsk branch to optimize a process of invoice printing and significantly reduced the costs, powered by Xerox.



Starting point

Quadra-East Generation produces electricity and heat for the industrial and residential sectors in the Lipetsk and Tambov regions. Customer billing was traditionally handled through third party print providers to print bills and mail to customers via post. With many parties involved, this process was expensive, lengthy and unreliable.

To make the billing process more efficient, less resource-consuming and to increase customer satisfaction, the management of the Lipetsk branch of Quadra-East Generation took the decision to switch to direct handling of customer billing.

In order to organize this process efficiently, Quadra-East Generation needed to start up an in-house invoice production facility and install industry-type printing equipment.

Solution

Quadra-East Generation required a black & white copying and printing solution to provide high performance, low cost per page, as well as wide range of finishing capabilities. The Xerox D95 Copier/Printer with standard finishing equipment Xerox D4 and Xerox D5 for C/Z folding and brochure production comfortably met the requirements and provided the balance of price and quality.

This monochrome light production multifunctional printer with industry-leading speed of 95 pages per minute with 2400 x 2400 dpi print resolution delivers consistent, high-quality reproduction of text, solids, photos and graphics, with exceptional registration for polished, professional results and is intended for bills, statements and schedule production among other applications.

"When we were choosing proper printing equipment we paid attention to the value for money, and in this respect Xerox D95 was the best option we had – said S.A.Nazarkov, head of IT at Quadra-East Generation. He added: "An additional argument in favour of the Xerox solution was a high level of post-sale service which was provided by the Xerox".

Digital Service, Xerox CIS authorized partner in the region, installed the equipment at the customer premises and provided training to the operators. "Multifunctional Xerox D95 is specifically designed to facilitate the work with documents. High-speed printing and scanning, as well simplified user interface meet the basic requirements for entry-level industry equipment usability and performance with low running costs. Quadra-Eastern Generation is an actively developing company that is committed to providing safe and reliable service to consumers. Innovative Xerox D95 will allow the customer to accelerate the process of switching to direct billing of consumers" – said a technical specialist from Digital Service.

Results

With the new in-house printing centre established and the Xerox D95 printing solution at its core, Quadra-East Generation now has full control over the process of the invoice production. This has achieved great results for the organisation:

- Reduced printing costs
- Savings in company resources used
- Anticipated 40% saving in overall printing costs over the next 2 years

About Quadra-East Generation

As a leading regional heating and energy company in Russia, Quadra-East Generation is the largest supplier of thermal energy for the industrial and residential sectors in the Lipetsk and Tambov regions – it covers 63% and 73% of the thermal energy market respectively. Its operations run from two branches with 3,500 employees.

About Xerox CIS

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