

CASE STUDY

XPH provides a high service level on cargo handling assistance with special focus on specific cargo products such as express goods, special and DGR cargo, in order to improve traffics of the assisted carriers and to be able to offer a perfect partnership in growth and making clients faithful customers.

Customer: XPH
Country: Malta
Industry: Logistics / Cargo Handling



ENVIRONMENTAL-FRIENDLINESS AS TOP PRIORITY

XPH is a customer of Toshiba Tec's Business Partner Radius ICT in Malta. A few weeks ago they have bought an e-STUDIO306LP and the erasing unit e-STUDIO RD30 from Radius ICT. We interviewed Mr. Joseph Zerafa from XPH.



Joseph Zerafa
from XPH

The e-STUDIO306LP and e-STUDIO RD30 were bought in order to support XPH in its effort to reduce the company's impact on the environment. XPH produces a lot of documents related to its activity. The prospect is to be able to reduce their paper usage and thus their impact on environment was the main attractive point for their purchase decision.

"The fact that the system is eco-friendly is very important for us as a company", says Mr. Zerafa.

XPH in Malta has now been using the e-STUDIO306LP for more than one month and is very satisfied with it. The system is used for documents such as shipping manifests, export documents, airway bills, legal documents, etc..

Within the first few weeks the counter of both devices already showed the following numbers:

e-STUDIO306LP:

- > 5,927 in total - in detail 2,203 copies and 3,723 prints
- > 2,816 Network Scans

e-STUDIO RD30: 1,863

In the beginning, they were a bit disappointed by the density of the blue on some documents. The low density they faced was mainly when copying documents, not with printing.

But since the service person from Radius ICT applied some modifications, the quality of the printed documents has been much better. Now, they are happy with the documents output of the e-STUDIO306LP.

In their workflow, they are trying to reuse the same paper up to three times. And as they have to send a lot of documents to other companies abroad in paper format, they make sure to select paper that has already been used three times to print the documents to be sent. From these documents sent abroad, they did not receive any complain regarding the use of the blue colour. Merely some comment about the density at the beginning. But since this issue is fixed, all their suppliers and customers have accepted to receive documents printed with blue toner instead of black.

XPH uses another printing system for very specific documents that have to be printed in colour, but they reckon that the e-STUDIO306LP is used for more than 90% of their total printouts.

Apart from the eco-specific factor, XPH also make use of the other e-BRIDGE functionalities. It was important for XPH to get an MFP device as they need to send a lot of documents using the Scan to e-Mail function as well as copy a lot of documents. The "Templates" represent a very attractive function of the Toshiba system as they allow the users from XPH to save a lot of time when having to send documents using the Scan to e-Mail function.

The e-Filing function is also used to be able to quickly print documents directly from the control panel without having to use the computer.

As they are printing a lot of documents and most of these documents have a very short lifetime, the e-STUDIO RD30 is also used on a daily basis. All in all, XPH is satisfied with the e-STUDIO306LP and e-STUDIO RD30 and they have already recommended it to other companies in Malta.



e-STUDIO306LP

e-STUDIO RD30

ABOUT XPH

The company XPH provides a high service level on cargo handling assistance with special focus on specific cargo products as express goods, special and Dangerous Goods Regulations (DGR) cargo, in order to improve traffics of the assisted carriers and to be able to offer a perfect partnership in growth and making clients faithful customers.

Their management is proud of 30 years' experience in the airport sector and has been able to achieve a high competitive level on the market for its services.

Due to the "CAT. 1-4-10 D.M. 18/99" protocol XPH is a Certified Company in Italy.

Mission

XPH's vision is to invest on systems and resources, in order to make our operational support highly efficient and professional and in order to offer an innovative solution for carriers in cargo handling.

Customisation

XPH can adapt its own standard operating procedures to meet all requirements of the airlines or to satisfy any specific service levels.

Safety

XPH operates in accordance with safety and security procedures. Basic and advanced trainings, with their summaries, are planned for all the employees; we are also under the supervision of Airport Authorities that conduct several annual audits.

The Company is in compliance with regulations regarding the screening equipment, such as X-Ray cargo, the Explosives trace detectors (ETD), security guards and the use of the Closed-circuit television (CCTV).

XPH conducts audit and inspections in all its stations regarding safety, security and dangerous goods.

The company handles:

- > more than 18 carriers
- > more than 500 flights per day
- > 3 all cargo flights per day
- > In export, they have around 400 shipments per day
- > In import, they have around 350 shipments per day

Including:

- > the 78% of the export traffic is managed under 120' STD
- > the 92% of the import traffic is delivered under 90'
- > the 67% of the export traffic is special cargo/DGR
- > the 58% of the import traffic is special cargo/DGR

About Toshiba Tec

Toshiba Tec Germany Imaging Systems GmbH is part of the globally operating Toshiba Tec Corporation, active in various high-tech industrial sectors.

Toshiba Tec Corporation is a leading provider of information technology, operating across multiple industries - ranging from retail, education and business services to hospitality and manufacturing. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage, and display information.

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Together Information is Toshiba's vision for how people and organisations create, record, share, manage and display ideas and data.

It is based on our belief that the most successful organisations are those that communicate information in the most efficient way.

We make that possible through an integrated portfolio of industry specific solutions, all of which reflect Toshiba's commitment to the future of the planet.