CUSTOMER SUCCESS: RETAIL

Popular Northwest coffee retailer finds significant benefits from Managed Print Services (MPS).

Solution:
IT Managed Services, Field Support Services

Challenge

This well-known retail brand had not historically focused on printer costs, resulting in a proliferation of 2nd-tier printers at user workstations. Each department made their own printer purchase and supply decisions, with in-house support provided on an as-available basis. They decided to invest in a new corporate print infrastructure that could save money, while making their corporate staff more productive.

Action

As part of our MPS solution, we replaced old equipment with state-of the-art printing devices. We deployed an automated monitoring system to promote preventive maintenance, with embedded security management features. The new solution better aligns with internal corporate workflow by helping users release jobs anywhere in the building from the same queue, reducing the level of support calls and interruptions associated with the previous state. In addition, the MPS model yields a more efficient supply chain process for reordering toner. Onsite support includes firmware upgrades to help manage configuration settings that will reduce security breaches, and proactive monitoring (printers and consumables) that reduces equipment and user downtime. Beyond MPS benefits, our Break/Fix capability for customer PC devices delivers a level of reliability that comes with experienced on-site technicians and strong relationships.

Results

The MPS solution dramatically improved operational printing performance, while reducing annual print operating costs by an estimated $275k/yr. The solution introduced sustainability benefits by reducing waste, avoiding the common practice of print jobs not being picked up. User experience improved with reduced printer downtime, fewer service calls, and a better overall print experience, as demonstrated by two 'hot swap' devices being used less than 1% of the time. Less than 2% of all printer cases are from users opening tickets, a further productivity benefit. Our account CSD told us the user benefits were clear; he said, "preventive maintenance and monitoring help us keep the downtime low for printers, making the overall support process more seamless." The account CE summed it up by saying, "The customer trusts us, and they come to us for help across a full spectrum of IT-related projects, proof of our solid long-term relationship."

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