CHALLENGES

Support Tickets from Printers
Supporting all of the printers was a huge distraction from core IT functions. When looking through the tickets in the support system, Everette noticed that about 25% of support tickets were coming from printer issues. “My guys are spending way too much time with printers,” recalled Everette. “When people had a printer run out of ink they’d put in a support ticket and wouldn’t even tell us the printer model.”

Too Many Printer Models
Part of what was driving the support issues was the number of printer models. “People would go to Office Depot or Wal-Mart and buy personal printers and then ask us to install them.” As a result, the IT team was supporting 24 different printer models with over 60 unique supply items.

In addition to the support challenges of managing printer drivers, the hidden costs of inventorying expensive printer cartridges continued to grow.

Slow Printing
Many of the printers that had been purchased by individuals were ink jet printers. The slow speed became a bottleneck for productivity. Plus, the quality of the color output was inconsistent.

Stacks of Used Cartridges
With a fleet of over 40 printer devices there was a growing amount of waste from used printer cartridges. Without a recycling system in place these would sometimes get disposed of in the trash, causing an unnecessary impact on the environment.

CASE STUDY
Casa De Los Niños

ABOUT
For over 40 years Casa De Los Ninos (www.casadelosninos.org) has provided shelter for children removed from abusive situations in southern Arizona while they are waiting to be placed in foster homes. The non-profit organization also takes a proactive approach by providing behavioral health services to children and families. As a fast-growth organization with 8 campuses and 350 staff members, Casa De Los Ninos faced the challenge of building and supporting an IT infrastructure to serve the staff.

Director of Information Technology, George Everette, felt the pain of serving this growing team. “Our Behavioral Health program alone has grown to nearly five times greater than we projected it would be in just five short years,” said Everette. “With that, the demands on our three-person IT team have continued to grow.”

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SOLUTION: MANAGED PRINT SERVICES

Everette had heard about Copygraphix Plus Managed Print Services program and thought it could be helpful. He engaged the company to do a study of the current print environment. “We wanted to find a way to reduce the number of printers without affecting the staff’s productivity.”

Copygraphix Plus installed print management software that collected the print volumes of each user and each printer over a period of a few months. Each printer was put on a floor plan map during a walk through. End users were also asked about their printing needs and challenges.

From this, Copygraphix Plus recommended a Managed Print Services program that included everything Casa De Los Ninos needed to print while relieving the IT department of the hassle of managing printers:

**Laser Printers and Multifunction Systems**
“They put in some industrial-strength printers,” smiled Everette. Instead of the variety of personal-grade ink jet printers, each location received new Hewlett-Packard LaserJet devices. In a few locations that needed copying functionality, BizHub color multifunction systems were installed. “My guys had minimal involvement with the rollout,” said Everette. “The staff loves the printers.”

**Helpdesk Support**
The Managed Print Services Program also included help desk support. “When someone has a problem they don’t call my guys first, they call Copygraphix Plus.” This frees up the IT team to focus on more critical support issues.

**Automated Supply Fulfillment**
Copygraphix Plus monitors the supply levels of each printer. New cartridges are automatically shipped when a printer’s supply levels run low. “Once the printer reports 10 days of consumables remaining, they just send out a new cartridge.”

**Cartridge Recycling Program**
Old printer cartridges are put in a box for recycling. “Twice a month I have my guys check the box, they seal them up, we call UPS and they are gone.”
BENEFITS

Frees Up IT Time
The Managed Print Services program from Copygraphix Plus frees up our time to focus on more important issues. “Printer support has dropped from about 25% of our tickets to nearly zero.” And by reducing the number of models and brands of printers, Everette’s team only has to manage print drivers for five models of devices. “The system Copygraphix Plus has in place for the delivery, implementation, support, supplies, auto toner delivery and recycling keeps us productive.”

No Up Front Costs
“We were able to get brand new equipment with zero outlay of cash.” This helped the organization get the equipment they needed without a large capital outlay.

More Functionality
The new BizHub color multifunction systems copy, print and scan in high-quality color. Once users started using the features, we realized that we could generate handouts and materials in house, saving additional time and money. “We rely a lot on contributions and donations. Our development department uses the BizHub multifunction systems to create professional materials to help us raise funds.”

Reduced Environmental Impact
“It sounds like a little thing, but the printer recycling program makes a huge difference,” commented Everette. “I respect Copygraphix Plus for the green aspect of making sure these cartridges get recycled.”

CONCLUSION
“The whole goal is to keep people productive,” says Everette. “This program has helped my IT team and the entire staff at Casa De Los Ninos. Copygraphix Plus is a good organization with very responsive support. When we do have issues they are quick to respond.” When asked what he would say to other IT Directors considering Copygraphix Plus, Everette says, “They should have done it last year!”

ABOUT COPYGRAPHIX PLUS
Copygraphix Plus is southern Arizona’s premiere provider of technology services and solutions. Copygraphix Plus merges local care with global technology, providing a 360° solution including office equipment, device management and document management strategically supported by a comprehensive IT infrastructure plan. To learn more about how you could benefit, contact us today.