

PRINT AUDIT

The Print Management Company

CASE STUDY

Solution: Print Audit
Facilities Manager

Industry sector: Office Equipment

Print Audit's
Facilities Manager
produces an ROI of
over \$8,000/month



Kearns Business Solutions

Kearns Business Solutions provides business enhancing solutions to their clients to help them effectively manage their documents. Providing the highest level of professionalism and service, Kearns offers easy-to-use, business-proven solutions that help organizations increase their profits, streamline processes and improve their overall image.

- Reduced personnel time for meter collection by over 2500 hours per year.
- Rediscovered 200 printers previously thought to be decommissioned.
- Return on Investment of \$8,000 per month.
- Automated customer invoicing through e-automate integration

The Situation

Prior to installing Print Audit Facilities Manager, Kearns was manually collecting meter reads from their customers using a variety of methods such as phone calls, printer meter notification emails and faxed meter requests that were sent out monthly. They were gathering an excess of 20,000 meter readings a month.

This process proved to be unreliable, costly and time consuming since more than 4 people were required to manage the meter collection process. Additionally, faxes were often getting lost in the shuffle. Kearns estimated it wasn't accounting for approximately 10% of meter traffic due to inefficient processes and dated technology.

"With ever-increasing market pressures as well as growing device fleets, meter collection was becoming a daunting task," said Ken Stewart, Director of Technology at Kearns Business Solutions.

"Facilities Manager has a lower overall cost of operation than a self-hosted solution. Its fully-hosted architecture is working extremely well for us."

Ken Stewart
Director of Technology
Kearns Business Solutions

Methodology

In order to deal with the situation they were in, Kearns decided to evaluate several fleet management solutions. After weighing their options, they decided on Print Audit's Facilities Manager. According to Stewart, "choosing Facilities Manager was part of a strategy to provide superior services to our clients while capping overhead. We thoroughly evaluated Total Cost of Ownership (TCO) for both self-hosted and hosted solutions, including the infrastructure required to match what Print Audit's Facilities Manager has in place. Facilities Manager continually came out ahead with a lower overall cost of operation than a self-hosted solution."

"Facilities Manager's hosted architecture is working extremely well for us," said Stewart, referring to the software as a service model, which means that Facilities Manager is hosted entirely by Print Audit. "It would've been unwise for us to sink a large amount into a self-hosted solution that would have taken focus away from our core competencies."

"I would recommend Facilities Manager to anyone who is looking for an accurate and comprehensive fleet management solution."

Kearns also selected Facilities Manager because of Print Audit's outstanding reputation for providing exceptional support and reliable products. "Print Audit has always mirrored our passion for excellence, both in product and service offerings. While technology can often be viewed as a commodity item, service is what sets our vendors apart from our strategic partners," explained Stewart.



Results

As a result of using Facilities Manager, Kearns has greatly simplified their meter collection process and is now able to automatically collect accurate meter reads from thousands of networked imaging devices at customer sites. This has provided a dramatic reduction in the number of hours needed to complete the collection process.

The accuracy of Facilities Manager has also significantly increased the consistency of Kearns' cost per copy program. "We are recovering an estimated additional 1.5% of service billings that equals roughly \$10,000 per month on those accounts using the software," described Stewart. This means that Kearns is enjoying a return on investment of roughly \$8,000 each month.

On top of the time and money that Kearns has recovered by using Facilities Manager, the company is finding it to be an invaluable sales and analysis tool. "We are actually able to quicken the sales cycle while delivering extremely accurate analysis to our potential and existing clients," Stewart said; "additionally, Facilities Manager helps us maintain compliance in our accounts as we are notified of new (competing) devices coming onto the network. In one large account, we actually rediscovered almost 200 printers we had thought to be decommissioned."

Kearns has also been enjoying the benefits of the partnership between Print Audit and Digital Gateway, whose respective products, Facilities Manager and e-automate, have been integrated. This means that the information collected by Facilities Manager is passed on to e-automate, which helps dealers streamline their business processes, from meter readings through to customer invoicing.

"The partnership between Print Audit and Digital Gateway takes the pain out of meter collection for both us and our customers through a tight integration that is easy to understand and dependable for our business to rely upon" said Stewart.

Pleased with the service and results Kearns has received from using Facilities Manager, Stewart said, "I would recommend Facilities Manager to anyone who is looking for an accurate and comprehensive fleet management solution; it installs in just 15 minutes and can scale networks of any size. Print Audit's IT support is also the best I have ever encountered."