

savvyPrint®
YIELDS MAJOR RETURNS
IMMEDIATELY



Cost-saving, easy to implement solution eliminates printer-related aggravation and frees up IT staff.

About the Client

Recognized as one of Inc. magazine's fastest growing companies and headquartered in Illinois, ITsavvy's client specializes in the manufacture of steel tube and pipe fitting components. Everything they manufacture meets ISO, SAE, and other customer-specific standards.

Using cutting-edge manufacturing methods, our client serves industries such as agriculture, construction, forestry, machine tool, marine, material handling, mining, municipal vehicles, and railroad. The company's state-of-the-art manufacturing facilities are located in the U.S. and China, with regional warehouses across the U.S. They also have distribution centers in the United Kingdom and China. They supply over 150 million components annually to domestic and foreign markets.

Their Challenge

Print-related costs represented a significant portion of monthly administration expenses. Variable month-to-month expenses made it difficult to forecast budgets and there were no resources at the company to implement a strategy.

OVERVIEW

Industry
Manufacturing

Client Profile

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Business Situation

Variable month-to-month expenses made it difficult to forecast budgets and there were no resources at the company to implement a strategy. The client had the additional difficulty of getting vendors to service the equipment they sold to the company. The logistics of outfitting and supporting new locations with equipment & technology was a tremendous burden.

Solution

ITsavvy worked with the client's key personnel to identify problem areas through an assessment. Based on the findings, the client was able to implement a complete solution that improved the current environment as well as plan for future growth and increased savings.

Benefit

- > Cost savings
- > Efficiencies
- > Standardization
- > Increased uptime
- > Predictability

Eric Kalseth, ITsavvy's Managed Services client executive, said, "The purchasing of consumables in many cases is reactive in nature and acts as a cost multiplier. These costs included hard costs such as shipping charges, fuel surcharges, and even sales taxes. But there are also the soft employee costs of ordering, receiving, storing shipments; and then processing, reconciling, and paying related invoices."

This was the case at the client, which had the additional difficulty of getting vendors to service the equipment they sold to the company. This meant printer equipment was in an unserviceable condition for extended periods of time. In addition, the logistics of outfitting and supporting new locations with equipment & technology was a tremendous burden.

Our client's Director of Technology Bill K. was Eric's primary point of contact. "We're a growing company," Bill explained. "Initially printer management wasn't a big deal, but as we continued to grow---adding more offices and expanding out our headquarters---we started adding more printers and larger devices. The problem became managing these devices, not so much that they were breaking. It became a daily task to see which printer was running out of ink and which needed cleaning and service. IT was taking way too much time on it. We received a few different proposals, but other companies either offered too much that we didn't need or didn't offer enough."

Our Solution

Bill was invited to one of ITsavvy's Solutions Showcases and had the chance to see some of the latest printer technology up close and also meet with Eric. "He told me about their print management service savvyPrint," Bill said. "It seemed simple, yet comprehensive. I realized what ITsavvy was able to bring to the table was exactly what we needed; nothing more, nothing less."

Eric strategized a solution by treating the print environment as a separate business function and not an IT distraction. ITsavvy staff observed the client's printing habits for 30 days, interviewed end users, and met with senior management in order to understand current objectives and future goals.

ITsavvy performed a full printing assessment down to the details. During the process, they identified high cost machines, underutilized equipment and pinpointed areas where toner was being replaced prematurely.

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Bill K., Director of Technology

“We first needed to get a firm grasp of the number of printers and the locations of each device, both networked and local,” Eric said. “We then examined our client’s recent toner invoices and service contracts. We assigned a total cost to each printer in the fleet and compared against the usage patterns for that machine. After the assessment was complete we were able to suggest strategies that would lower the total cost and improve employee productivity.”

Then Eric tailored a solution that included all of the toner, parts, labor, and preventative maintenance on a pay per page basis, lowering the client’s total print costs by about 20%. ITsavvy was able to integrate most of the existing equipment into the plan, which eliminated the need to make large capital expenditures on new equipment. Bill said the implementation was effortless on their part.

A portion of the value of savvyPrint® is worry-free resolution of the inevitable printer issues that come up. It’s these issues that end up costing companies the most money in terms of valuable employee time. Instead of spending all day trying to figure out the problem, it takes one call or email to ITsavvy.

“About 3 months ago, one of our fairly new main printers stopped working. ITsavvy came out right away to assess the situation,” Bill said. “Then the manufacturer came out. ITsavvy knew how much we relied on this printer and they consistently kept me up to date. I knew they were working day and night to try to resolve the issue. According to the manufacturer, the printer was not fixable because parts were not available. When this became clear, ITsavvy replaced it for us without any questions. They even helped us set it up. We didn’t pay a dime. ITsavvy stands by their contracts. This is a company with integrity.”

Their Success

ITsavvy remotely monitors the client’s fleet of printers and automatically sends replacement supplies before the need arises, eliminating the need for the company to order and warehouse supplies. “There’s continual automation and continual supply,” Bill said. “For example, they know when we’re going to need another toner cartridge before we do. They’ll send it out and we just have to grab it off the shelf.”

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Eric Kalseth, ITsavvy
Managed Services Client Executive

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ITSavvy continues to provide strategic cost-lowering advice where they see an opportunity and they suggest the best options for replacing older equipment as it becomes necessary. "If I were to give them a rating for customer service it would be 9.5," Bill said. "I would certainly recommend them to anyone. There's definite peace of mind when you know your devices and your printers are all being taken care of on the back end. It's worth every penny."

About savvyPrint® ITSavvy's Managed Print Solution

Did you know that print costs typically consume 3% of revenue for businesses today? Did you know that as much as 60% of all help desk requests are printer related? As companies of all sizes search for ways to operate more efficiently and cut costs, they're paying more attention to their imaging and document output environments as a source of cost savings.

Within the confines of this environment, the implementation of one of our print solutions can help bring order and allow your organization to free up IT staff from day-to-day print related support.

Whether you're looking for a total solution or a targeted program, ITSavvy has a strategic solution that will meet your needs, alleviate your workload and save you money. Our programs range from simple reactive services to an all inclusive program that allows you to realize true savings. We design programs that scale to meet your needs at every level.

savvyPrint®

savvyPrint® is a long-term business solution that elevates your print environment to the status of your other operations. Utilizing our proprietary program savvyPrint®, we are able to offer a complete fleet management solution that is scalable based on your particular needs.

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Bill K., Director of Technology
Manufacturing Industry

Maintenance Agreements

If you prefer to keep your supplies and service separate, we can cover your equipment under an ITsavvy Care Agreement that extends the manufacturer's warranty and offers the same great coverage you expect when you purchase your product.

Onsite Services

For those clients that prefer to request service only when it is needed, we offer excellent onsite service with our factory trained technicians.

Depot Services

For those clients that do not need onsite service or may be exploring a less expensive service route, we offer a depot service that allows you to send your equipment to our facility for repair services. You will experience the same great service as our onsite service, but at a reduced rate.

Warranty Repairs

Rather than sit on the phone with the manufacturer's call center while they advise you to do things you have already tried, call ITsavvy and let us handle the repair. We are a fully authorized HP Warranty Repair center that will exceed your expectations.

FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

ITsavvy

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ITsavvy is an end-to-end value added IT product and solution reseller with offices nationwide. With 99% of in-stock orders shipping same day and \$8 Billion in daily inventory, we fulfill our client's needs and deliver peace of mind.

 REGISTER FOR ACCOUNT

The ITsavvy Solution

HARDWARE

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- IBM Ricoh 1852 InfoPrint

SOFTWARE

- FM Audit

PARTNERS

- HP
- Samsung
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