

## MANAGED SERVICES

A MANUFACTURING  
SUCCESS STORY

SERVICE +  
FULFILLMENT =  
A UNIFYING  
FORMULA



# savvyPrint® Unifies a Disparate Print Network

## About the Client

SCA Tissue, a division of Swedish-based SCA Group, produces paper-based hygiene products for restaurants, hotels and hospitals. Centered in Wisconsin's Fox River Valley, SCA Tissue is a major player in the state's strong papermaking industry, thanks in part to its proximity to waterpower and forestry resources. (Wisconsin ranked as the top papermaker in the U.S. in 2013.<sup>1</sup>) In addition to Wisconsin, SCA Tissue has operations in Pennsylvania, New York, Alabama and Arizona.

All of SCA Tissue's North American managed print had been handled through an east coast provider. But servicing at facilities in remote parts of Wisconsin and New York was inconsistent, and there were many opportunities for cost refinements. So Lori P., Regional IT Manager for SCA Americas, turned to her ITsavvy Client Executives Brad Loesche and Eric Kalseth.

## Their Challenge

While print management for some organizations is considered an administrative task, at SCA Americas printing is integrated into production and affects the bottom line. As Lori explained, "Printing is critical for us. Items like bills of lading have to go out with every shipment. If we are unable to print, then we are unable to ship."

### OVERVIEW

#### Industry

Manufacturing

#### Client Profile

SCA Americas is a paper products manufacturer servicing the away-from-home market of restaurants, hotels and hospitals. The company manages eight facilities in five states across the U.S., with its primary operations in northern Wisconsin.

#### Business Situation

Find a print management vendor that cares as much about service as it does about product fulfillment.

#### Solution

Our savvyPrint solution gave SCA Americas much-needed TCO insight for improved supply procurement, and we guaranteed certified technicians onsite even in remote corners of the country.

#### Benefit

- > Comprehensive oversight of multi-site print activities
- > One-stop procurement and service solution
- > Reduced manpower and purchasing drains
- > Centralized help desk with certified support



SCA Americas had a wish list for ITsavvy that included improved total cost visibility, faster turnaround of supply deliveries, and better onsite servicing by certified technicians. Plus Lori wanted to consolidate supply purchasing tasks. At the time, each facility placed separate orders, which hindered bundled pricing arrangements and resulted in duplicate efforts.

Additionally, the company's legacy managed print contract did not cover color cartridges. These had to be sourced from another vendor at a cost and manpower premium. Lori also wanted to explore high volume printing technologies, which were deemed unaffordable under the existing contract arrangement.

## Our Solution

The ITsavvy team conducted a thorough savvyPrint Optimization Assessment that included reviewing usage and equipment activity for a six-month period. "We were able to determine right away, based on that analysis, which problems were critical and how best to address them," Brad explained. Three key areas of focus were supply purchasing, technician servicing and equipment selection. They reviewed internal processes to identify areas for consolidating costs and improving efficiencies. And they looked at opportunities for upgrading technologies through ITsavvy's customizable leasing program.

"Right away the help desk operation stood out as a big source of frustration for everyone," said Eric. All help desk requests were handled through an east coast vendor that only provided service during east coast business hours. Plus it didn't have a network of service partners outside of major metropolitan areas. So there were often repair delays and inconsistent service quality.

On the supply side, the lack of support of color supplies created an administrative burden. Each facility had to generate a separate PO for each and every unit that was ordered, often from a local big box retailer, requiring duplicate processing and reconciling efforts. As Lori recalled, "When you looked at it, it was an awful lot of wasted effort. Someone had to remember to place the order when supplies were low. Then we had to wait several days for the shipment. In the meantime, someone would come up to a manager with an empty tray, and we wouldn't have the refill supplies."

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Lori P., SCA Americas

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Brad Loesche, ITsavvy

An additional concern: there was no comprehensive TCO oversight for print. Excess supply quantities could be ordered for a machine that was at the end of its life, resulting in unusable stock.

SCA Americas needed a print management solution that could deliver better product fulfillment *and* support. ITsavvy was the answer.

## Their Success

Because the SCA Americas story is not unique, savvyPrint has been designed specifically to deliver dedicated and reliable print support on both the procurement and technical sides. Our remote print management now monitors each device at all of the SCA Americas facilities so that their employees can return to more value-added tasks. Now ITsavvy is alerted when supplies are low or when a device needs service. And because we have service partnerships throughout the country, SCA Americas knows that a certified technician can be onsite quickly, improving equipment performance as well as the operation's productivity.

Dependability and responsiveness are important to Lori and the rest of the IT staff, and ITsavvy delivers on both counts, thanks in part to our low staff turnover rates. "We like ITsavvy's consistent onsite support. When a service technician is familiar with your building and knows where your printers are located, it really saves us time. It's important to us that we can build a relationship between our print support and our IT staff."

Now Lori has complete TCO visibility of her print fleet, with monthly usage and activity reports. And she has been able to install high-volume technologies with our equipment leasing options. Most importantly, her IT staff gets their days back. "No more printing complaints," she said.

### 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 clients' needs and deliver peace of mind.



## The ITsavvy Solution

### SOFTWARE

- Fleet Management Audit



<sup>1</sup> Wisconsin Paper Council. (October 24, 2013). "Wisconsin is the nation's number one papermaking state!" <http://wipapercouncil.org/news/>