

# **Case Study:**

Consolidating Devices to  
Improve Productivity and  
Save Money



Running a busy field division of a global company requires coordination and efficiency. Nobody understands this better than Heather Loftus, Operations Administrator for Channel ([www.channel.com](http://www.channel.com)), a division of Monsanto and a recognized leader in seed and trait technology.

It's Heather's responsibility to ensure the smooth flow of information through her office. Like most offices, various pieces of printing, copying, faxing and scanning equipment have been purchased over time, and from different vendors. The office systems that were meant to enhance productivity would end up causing frustration on multiple fronts.

## CHALLENGES

**Multiple Invoices** - "I could not believe how many invoices there were each month." Loftus and her team had to track invoices from six different vendors. To make matters worse, some vendors sent out separate invoices leasing and servicing and supplies.

**User Confusion** - With different brands of devices in the building, users were often challenged with conflicting operational requirements and supply ordering. Loftus herself was often called on to troubleshoot, distracting her from other critical operations tasks.

**Service Issues** - When it came time for service, there was confusion on who to call. "Some vendors had good service while others might not show up for days," said Loftus. "It was really unpredictable and that's something we can't afford to have."

## SOLUTION

**Needs Assessment** – Capital Business Systems began with a full assessment of Channel's business needs, along with their printer, copier, fax and scanner usage. The evaluation even included mapping out the devices on the company's floor plan. Putting all of the devices on the map made it obvious where there were redundancies. One device was making less than 100 prints per month.

**Vendor and Device Consolidation** - From the needs assessment it was obvious that there were both too many vendors and more devices than were needed. "We were able to go from six systems to three," said Skiff. The team decided to standardize on Lanier4502 color multifunction systems. These workgroup devices print, copy, fax and scan in black & white or full color. The systems were placed on both ends of the building, allowing easy access for all users.

## **BENEFITS**

**Fewer Vendors to Manage** - "With Capital Business Systems, everything is on one invoice," says Loftus. "I don't have to worry about paying separate invoices for the equipment, service, and supplies." This reduces the cost of managing accounts payable and frees up Heather and her team to focus on other important tasks.

**Less User Confusion** - With the same multifunction system on each end of the office there is less user confusion. Utilizing identical control panels, end users understand how to operate the machine – reducing frustration and increasing productivity. Supply ordering was also standardized.

**Better Service** - Instead of trying to figure out which vendor to call, Channel only has a single place to call for all of their equipment service needs. The service agreement covered their new multifunctional copiers as well as their existing laser printers.

*"I never have to worry about who to call. The response is immediate and I can count on things getting taken care of."*

*Heather Loftus*

**More Functionality** - The new systems have scan-to-email functionality, making it easy for field sales representatives to scan paperwork. "We set up a button for each of the reps that automatically sends the scanned documents to their email as a PDF attachment," smiles Loftus. "They absolutely love it."

Asked what she would say to other businesses considering working with Capital Business Systems, she emphasizes, "I highly recommend Capital Business Systems. They have been very responsive, and care about our business."

## **HOW A MANAGED PRINT SOLUTION CAN WORK FOR YOU**

Capital Business System's Managed Print Services reduce the burden of printing maintenance on your finances, as well as on your office staff. We take the time to understand your business, help you make the proper decisions about the technology you need, ensure that your software and drivers are proactively updated, we identify potential problems before costly repairs are needed.

### **CONTACT US**

Capital Business Systems  
sales@capitalmds.com  
1-800-221-0604

**[www.capitalmds.com](http://www.capitalmds.com)**

