

# **Case Study:**

Reducing Costs and  
Consolidating Vendors with  
Managed Print Solutions



Administering a multi-site credit union presents big challenges. No one understands this better than Val Seui, Administrative Coordinator for Blue Federal Credit Union in Cheyenne, Wyoming. Responsible for 6 branches and a call center, Seui regularly faces challenges to centralize management, streamline logistics and control costs.

With the large amount of paper and printed output at the credit union, exploring strategies to reduce the cost of printing at the credit union was important to Seui. When a representative from Capital Business Systems approached him to talk about a new program that reduced costs and consolidated vendors, they had his attention. Managed Print Services from Capital Business Systems is an innovative strategy to reduce costs by outsourcing the management of printers.

## DISCOVERY

Capital Business System's discovery process began by determining the current cost of office printing and to identify other areas for improvement. A baseline was set by measuring printer usage over a three week period. Seui then collaborated with the Capital Business Systems team to review the usage and collect relevant financial data – ultimately used to use to determine the total cost of ownership (TCO).

"I had no idea what to expect from the discovery," said Seui. "I was very impressed with the detail in the report."

## CHALLENGES

The discovery process uncovered several challenges with the credit union's 43 printers, all of which contributed to their inflated TCO:

**Unmanaged Supply Purchases** - Branch locations purchased printer supplies on an as-needed basis. As a result, each branch paid different amounts for similar cartridges, often including emergency shipping fees. By administering 43 printers, this left Blue Federal Credit Union with a large number of vendors and payables. There were no economies of scale based on the total volume of cartridges used by the organization.

**Unknown Costs** - The credit union had no centralized system to measure the cost of printing.

**Distraction to IT Department** - Frustrated end users called the IT department with printer issues that usually required IT personnel to spend time travelling to and from the branch offices. This was a particular challenge with six branch locations. Often, a third party company would have to be called in to repair the device when Blue's IT department was busy elsewhere.

## **SOLUTION & BENEFITS**

Managed Print Services from Capital Business Systems provides Blue Federal Credit Union with printer supplies, maintenance, and on-site support for one low cost-per-page. Instead of continually budgeting for new printers, printer supplies and service, the credit union only pays for the pages that they print and lets Capital Business Systems manage the process.

Automated print monitoring technology provides detailed reporting on the usage of each device, allowing for one simple monthly usage-based invoice that includes all of the credit union's printing expenses.

**Reduced Costs** - Through active print management, the credit union now receives on-site service and support for less than they were previously spending on printer cartridges. "By implementing the program, we saved \$300 per month over what we were paying for supplies alone," said Seui.

**Consolidated Vendors** - Instead of each branch purchasing its own printer supplies, Capital Business Systems takes care of everything. This reduces the number of vendors and payables, vastly reducing the burden on their accounting department.

**IT Resources** - "Our IT department no longer gets called for every printer problem," commented Seui. Now, users simply call the Capital Business Systems support line to request service or order supplies. This frees up the credit union's IT resources and allows them to focus on other IT projects and initiatives.

**Improved Service** - The credit union is enjoying the fast response provided by Capital Business System's field service team. "We get a four hour response time from Capital Business Systems," said Seui. "It would be impossible for our IT team to consistently get to a branch location this quickly."

**Added Color** - Capital Business Systems replaced several of the credit union's slower printers with a color multifunction system. This improved the color output speed of the department, boosting their productivity. The new system is also less expensive to operate than the older printers.

With the print monitoring system now providing ongoing usage reports, Capital Business Systems continues to work with Blue Federal Credit Union to find ways to reduce costs and improve productivity.

## **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 ensure that your software and drivers are proactively updated, we identify potential problems before costly repairs are needed, and we provide you with easy access to all the relevant printing supplies.

### **CONTACT US**

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