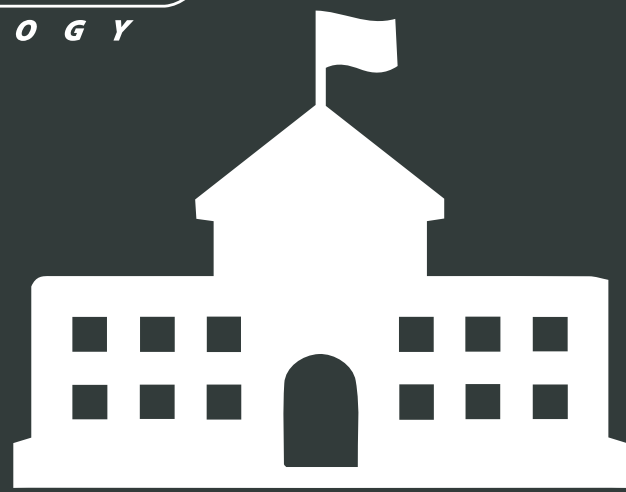




BOISE SCHOOL DISTRICT

printer fleet management

CASE STUDY



BOISE SCHOOL DISTRICT DESIRED MANAGEMENT OF THEIR PRINTER FLEET

FISHER'S SOLUTIONS:

- 1. Installed PageTrac
- 2. IDENTIFIED APPROX. **1,500** existing networked devices
- 3. IDENTIFIED EXISTING PRINTER LOCATIONS BY SCHOOL, OFFICE & SITE
- 4. IDENTIFIED EXISTING **TONER** INVENTORY
- 5. IDENTIFIED BILLING EXPECTATION & DEFINED INVOICE FORMAT
- 6. **DEFINED** SERVICE & SUPPORT EXPECTATIONS & PROCESSES



PRIMARY OBJECTIVE:

INCREASE IT EFFICIENCY & ACHIEVE FASTER RESOLUTION TO PRINTER ISSUES

FISHER'S RESULTS:

ACCESSIBLE HELP



Fisher's IT Helpdesk increased availability for user support issues.

FASTER REPAIR



Printers are repaired in under **FOUR HOURS** by Fisher's technicians.

CLEAR STATUS NOTIFICATION



Fisher's provides email confirmation when service and supply requests are submitted and also provides a three point notice when a service event is closed (on site verbal, post it note, and email).

INSIGHTFUL TRACKING



Accountability for usage by school, office and/or location.



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