CASE STUDY
MANAGED PRINT SERVICES

UNIVERSITY Study

Problem

Tools to DISCOVER and Analyze

What the?!?!?

Fisher's leverages leading edge technology to capture an inventory of printers and copiers in the environment. Further, Fisher's team can supplement the inventory effort with a physical audit of the environment and map the location of the equipment.

Beyond the inventory of equipment, **Fisher's technology tools will also capture the usage, health, and age of printers and copiers.** Once this information is collected, it is processed through the industry leading analytics tool - **Cartos.** The analytics generated is key data in the recommendations and fleet strategies that the Fisher's team develops for each customer.

Plan

Fisher's Discovery MEETING & PLANNING

Fisher's expert staff is focused on ensuring customer goals and objectives are met. We like to meet with stakeholders to define goals and objectives. **Frequent questions that clarify the purpose of a possible printer program include:**

1. Is security of output devices a concern?
2. Is there a complete inventory of printers, copiers, and scanners?
3. Are costs for printing and copying understood?
4. Should any equipment be removed or repurposed?
5. What is the long-term strategy for the copier and printer equipment?

Once the goals and objectives are defined, Fisher's team will jointly develop a plan to meet customer defined goals. Once the program is launched, **Fisher's will meet regularly to review and report on progress with the customer**; provide ongoing management and reporting to ensure continued compliance to program goals.

Solution

New & Proven MANAGED PRINT application

cartos suite

PageTrac.com

PageTrac has a proven track record in the industry for electronic capture of networked printers and copiers. This tool provides usage and status of connected devices. **Reports are generated and then imported to the new and exciting Managed Print Services software tool: Cartos.**

Cartos provides analytics of printer and copier fleets. **The tool also allows Fisher's to provide a visual of the health of the equipment, assess the performance, and map output fleets.** We are excited to be able to leverage this tool for the benefit of our customers.

Savings

your wallet says **THANK YOU!**

$1,941 DOLLARS
saved monthly!

MONTHLY SAVINGS DEPARTMENT ANALYSIS

TCO FLEET SUMMARY	CURRENT STATE			FUTURE STATE		
Device Category	Count	Total MV	Monthly($)	Count	Total MV	Monthly ($)
Desktop printMono	35	21,662	$577	5	7,977	$119
Desktop multifuntionMono	2	1,131	$48	2	2,467	$37
Desktop printColor	7	2,164	$234	2	1,553	$42
Desktop multifunctionColor	8	16,321	$2,186	5	5,844	$484
Walkup 11x17 MFMono	10	32,845	$458	10	45,228	$401
Walkup 11x17 MFColor	5	21,526	$508	5	32,580	$988
TOTAL	**67**	**95,649**	**$4,011**	**29**	**95,649**	**$2,070**

Managed Print Benefits

"Thank you! Thank you! Thank you! We have a wonderful printer program from Fisher's, and your team always keeps us up and running, while saving us time and money. This is the type of customer service, and services I was being told Fisher's offered. I appreciate all you have done to make a great experience with Fisher's."

1. Increase printer uptime
2. Eliminate pain of in-house printing support
3. Reduce print volumes
4. Improve security
5. Optimize printer fleets
6. Increase efficiencies
7. Reduce environmental impact
8. Increase control and accountability

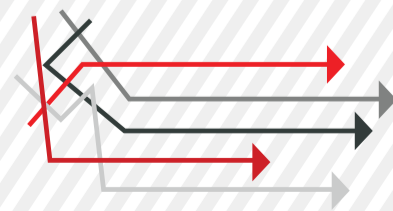### EXTREMELY *happy* CUSTOMER!

Customer Testimonial

Faster, Local Repair

Insightful Tracking

Printer Fleet Streamlined

Customer Benefits

MANAGED PRINT SERVICES

FISHER'S TECHNOLOGY

HIGHER EDUCATION