



## MPowerPrint™ Solution Saves Time and Money. The Numbers Don't Lie.

### s n a p s h o t

#### Company Profile

**Company Type:** Specialty discount retailer

**Industry:** Retail

**Store Locations:** Midwest

- Founded in 1955, this specialty discount retailer has over 30 locations across the Midwest. The company's mission is the same today as when it first opened its doors: offer customers good, honest value by providing the best brands available at the lowest prices. This company provides receiving management, merchandising and distribution services to all locations.

#### Solution

 **MPowerPrint™**



#### Executive Summary

The specialty discount retailer had long managed toner supplies for its over 30 locations. For the same price as managing the toner themselves, the company transitioned

to Harland Technology Services' MPowerPrint™ managed print solution, increased efficiencies, and gained a networked, proactive print solution.

**“For what we were paying for toner, we could have HTS not only manage toner delivery, but gain the benefits of a networked, proactive, managed print solution.”**

Neil  
Systems Administrator  
Specialty discount retailer

If there's a retail symbol of America's heartland, it's got to be this specialty discount retailer. This popular retailer is iconic throughout the Midwest and known for its fair prices, great service and the vast array of merchandise it sells.

Every one of its over 30 stores relies on its printers, used in the back office for bookkeeping and inventory, for producing pricing signage, for churning out multi-page auto service receipts, and everything in between. And, for more than a decade, they have relied on Harland Technology Services (HTS) for timely on-site maintenance on these printers, handling repairs and keeping this equipment humming along.

Although HTS provided the service, the company took care of its own printer supplies, buying toner in bulk at a discounted rate, then distributing this to the individual stores along with the other merchandise it was palletizing for delivery.

“For the longest time, my HTS reps wanted us to sit down and talk about managed print services.

But we thought things were working well the way we'd always done them, so we really never gave it much thought,” explained Neil, systems administrator.

Finally, Neil agreed to let the HTS team install software that collected real data on toner consumption, printer usage and other factors. Then, using this data, they'd identify areas of waste, opportunities to streamline operations and ways to increase the life of the equipment.

The analysis turned out to be a real eye-opener.

“I hadn't considered the real estate we used to house the toner cartridges in the distribution center, or how many times someone had to touch the toner in the process. There were a lot of steps,” Neil said. “We also never realized just how many cartridges the individual stores kept on hand. To put it kindly, some were overzealous with their orders. As a result, we were overbuying just to keep feeding the stockpiles.”

## Solution Summary



Harland Technology Services managed print service, MPowerPrint™, takes the pain out of printing – providing custom solutions for your business needs. With our innovative print management software, we are able to manage your print environment remotely, ensuring you can print with minimal interruption. Outsourcing print service will free up your IT resources to focus on more critical network issues rather than spending unnecessary time responding to printer problems (IDC reports that IT departments spend 15% of their time on printing and related issues<sup>1</sup>)

MPowerPrint is an inclusive cost-per-page program that helps manage print volumes and measure toner supply for easy auto-

replenishment. Harland Technology Services will assess and deploy a managed print service solution to help minimize the ongoing expenses of your company's print environment.

### Our complete print management program includes:

- Onsite device maintenance
- Proactive toner replenishment
- Assessment/advice/support
- Proactive device health checks
- One solution provider, one monthly invoice

### Notes:

1. "Cutting Costs and Maximizing the Return on your Imaging and Output Assets," IDC, Angela Boyd, August 2005

The second big a-ha came when he looked at what the company was spending now, versus the cost of MPowerPrint™, HTS' managed solution.

"When we looked at the numbers, we were sure that it would be at the least a wash. For what we were paying for toner now, we could have HTS not only manage toner delivery, but gain the benefits of a networked, proactive, managed print solution," Neil said.

### A Network of Efficiency

The MPowerPrint™ solution went live November 1, 2011, adjusted out to help the specialty discount retailer work through as much of its toner inventory as possible.

"The transition to a managed print solution couldn't have been better or smoother. HTS has clearly been through this before and has it down to a science," Neil said. "They told us what to expect and everything went according to plan."

Instead of each printer being its own island, watched over by employees in the various stores,

they're networked for continuous monitoring.

"An agent, which resides on our central server, goes out and pulls in data from all of these printers, then sends this information to HTS every hour," Neil explained. "They're monitoring for things like low toner indicators, paper jams and other issues, then proactively resolving these without going through the formal service ticketing system, whenever it's possible."

So, if a printer fuser error sign appears, an HTS technician calls the designated contact at the appropriate store to troubleshoot. If that doesn't work, the tech generates a ticket, and dispatches a member of the maintenance staff to the location.

"The trucks service specific areas and carry parts that are customized to the types of devices the customers in those locations use, so the HTS tech typically has what he or she needs to fix the problem on hand," Neil said.

## A Consultative, Objective Eye

But, the quest for efficiency and waste reduction didn't stop with the original solution. The HTS team is dedicated to continuously helping keep costs at bay.

"They helped us look at our environment and offered ideas on how we could reduce our total cost of ownership. When we need to replace hardware, they help us choose devices that help us lower our costs per page," Neil said. "For example, we could lower our overall costs by choosing a printer that uses a larger cartridge that doesn't have to be replaced so often."

This dedication and level of service is what keeps Neil coming back for more.

"HTS has done a great job for us, but we can't do business based on history alone. We actually tested a sampling of six stores with another provider to

see how they compared to HTS, and the level of service just wasn't as good. There was a significant amount of lag time between initial contact and problem resolution," Neil said. "Needless to say, those six stores are now back under HTS' care."

In fact, the networked printers have worked so well that Neil is considering converting the rest of the company's copy environment to managed print as well.

"The HTS people are all great to work with. They're down-to-earth, and we get a high-level of service from them all," Neil said. "They've really done a lot for us and actively look for ways to help us save money and operate more efficiently."

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