



PRINTFLEET®



PrintersPlus

www.printersplus.net
 Established: 1995
 Industry: Imaging
 Location: Ottawa, Ontario, Canada
 Number of Employees: 10-35

Goals

- > Simplify management of large, complex print environments
- > Improve competitiveness of MPS offering

Solution

- > Add PrintFleet Optimizer Version 3 to solution offerings
- > Include PrintFleet Optimizer as core component of MPS engagements

Results

- > Improved access to device data for complete fleet management
- > Greater value for cost per copy customers

PrintersPlus Improves Device Management with PrintFleet Optimizer™

PrintersPlus is a leading national print and imaging solution provider and one of the largest providers to the Canadian federal government as well as organizations in the education and healthcare verticals.

> Offers businesses a cross-platform, best-practice approach to supporting their print and imaging infrastructure

> Clients include organizations in the non-profit, corporate, education, healthcare and government sectors

> Authorized dealer of HP, Lexmark, OKI, Ricoh, Samsung, Sharp, Toshiba, Xerox, Brother, Epson and Kyocera devices

Challenge

Meet contractual supply and service levels for customers with large, complex print environments.

To remain competitive in today's print and imaging market, businesses need to differentiate themselves by offering customers exceptional value. With various complex print fleets to manage, PrintersPlus was looking for a solution to augment their existing offerings and simplify their supply and service operations.

Before PrintersPlus implemented PrintFleet Optimizer, meter reads took days or even weeks to collect as part of their quarterly billing cycle and had to be physically collected at the end user's site. Providing supplies for large customers with multi-vendor print environments who required toner to be kept onsite was also a challenge. The PrintersPlus team relied on manual



“ The software has allowed PrintersPlus the ability to provide our clients with real-time response to their equipment’s low toner levels, service issues, meter readings and mostly how to better their entire fleet infrastructure.

Rod Lintell

IT Manager, PrintersPlus



notifications from end users to determine when supplies were needed, making it difficult to effectively manage fulfillment and maintain device uptime. These reactive billing and supplies fulfillment models were costly and time-consuming for PrintersPlus and their customers in terms of toner expenditures, misplaced supplies and device downtime.

Solution

Include PrintFleet Optimizer in cost per copy and managed print contracts.

Using PrintFleet Optimizer, PrintersPlus moved from transactional hardware and supplies sales to become a complete service and solution provider. With Optimizer, PrintersPlus has been able to:

- > Reduce time spent collecting meters for billing from days to minutes
- > Use alerts to monitor fleet performance and proactively manage supplies
- > Provide end users with a real-time overview of the health of their print fleet using the reporting tool and interactive device map

Results

A complete remote monitoring solution which enables PrintersPlus to easily manage devices and meet contractual service levels.

Using PrintFleet Optimizer, PrintersPlus is able to easily manage multiple complex print environments, including the Children’s Hospital of Eastern Ontario’s (CHEO) which includes over 400 devices running 24 hours a day, 7 days a week. With the remote monitoring capabilities of Optimizer, automatic supply and service alerts are sent to the appropriate departments, supplies are managed effectively and service technicians are dispatched in a timely manner. The proactive approach to device management requires no intervention on the end user’s part and enables PrintersPlus to streamline their managed print operations.

Since partnering with PrintFleet, 85% of PrintersPlus’ new cost per copy customers use PrintFleet Optimizer, simplifying device management so end users do not need to worry about collecting meters, submitting supplies orders or placing service calls.

Learn more at printfleet.com or 1.866.382.8320