

Case Study

Law Firm

Creating transparency through education

Scenario

Before we began working with Spotts Fain, orders were being placed for supplies with absolutely no idea how many devices truly needed product. Information had not been collected to indicate how many prints were being made on each device. Not being completely sure which units had already been replaced and which were next in que, left the firm with a large number of toner cartridges for devices that were no longer on the premises. Productivity was also down significantly due to frequent service/repair. Without a solid handle on who is printing, how often they are printing, and which device had the best cost per print left everyone frustrated with the unnecessary amount of time & money being spent.

Goals

- Reduce the amount of calls to IT for frequent service related issues & significantly increase uptime.
- Standardizing printer fleet which will reduce the number of supply skews needed
- Reduce waste of overstocked supplies
- Reduce cost by correctly sizing asset fleet of printers

Stone's Office Equipment was able to help Spotts Fain reduce costs, eliminate time spent, reduce waste & increase up-time!

The Solution!

The Stone's approach clearly showed how we could use the clients existing inventory of assets without Spotts Fain having to come out of pocket to immediately replace products. The client saved money and was able to continue the workflow without disruption.

Stone's was also able to monitor print volumes to help the team understand which devices would be best functioning elsewhere and which devices would be up first for replacement. In addition, it was imperative that there be a designated Account Manager that would watch over every aspect.

Decision Making Process

Step 1: Inventory

We inventoried all existing assets and decided which equipment needed to be eliminated.

Step 2: Target List

We put together a target list to better understand how many prints each device was making and what the cost per print was for each individual device.

Step 3: Downgrade

Our team spent time determining which devices had high volume and high cost and we were able to establish which needed to be downgraded for cost and for age.



Benefits with Stone's



Armed with Information



Ability to visualize quarterly cost savings



Understanding who is printing, how much they are printing, and what each print actually costs



Reduced maintenance and repair costs



Eliminated waste by no longer buying useless product



Receives quarterly review of usage