

# BUSINESS CONSULTING-MANAGED PRINT

Capital Business Systems comprehensively manages a local business consultancy's print fleet, giving them time and space to focus on their purpose: **helping their partners build and operate their businesses optimally, while strengthening the community.**



## AT A GLANCE

### Areas of Concern

- Internal IT spending too much time on printer-related issues
- IT responsible for printer repair
- Internal IT tasked with attempting to control correct print supply levels

### MPS Benefits

- Reporting tool provided containing usage and accurate printing costs and trends for visibility, allowing the customer to evaluate models in their fleet
- Ensuring proper placement of models to maximize end-user productivity, minimize costs and maximize value of their machines.



"When I ask questions related to hardware, software or procedures, everyone involved has been succinct & prompt. It would be difficult to manage a successful business were the interactions delayed by days or weeks. Occasionally, we don't have the luxury of time, and the Capital team has been exemplary in... meet[ing] our needs."

**Marty M.**

Senior Deployment Specialist,  
Business Consultancy

## OBJECTIVES

The IT department at this business consultancy firm was spending too much time on managing their print fleet. They were tasked with controlling supply levels and repairing print devices, which did not allow them to dedicate that time to more critical IT responsibilities within the organization. Additionally, they did not have accurate insight into device costs and print trends.

## SOLUTIONS

Capital Business Systems helped the IT department manage their entire print fleet with reporting tools. These tools helped the IT department determine accurate numbers of what their printing costs were, which allowed them to evaluate the models in their fleet. Through evaluating these reports, the customer was able to determine which printers performed best for the most cost-efficient price. On top of that, Capital took over supply management and repairs of all of their fleet, freeing up additional time for the IT team.

## BENEFITS

### Cost Reporting

Accurate cost reporting for the print fleet allowed the business consultancy to evaluate their printer models based on data. This data, paired with Capital's recommendations, helped determine which printers performed most optimally in their business environment. The reporting tools were vital in helping guide the customer towards moving to a standard fleet of devices to minimize costs and reduce business interruptions.

### Supply Management

Capital Business Systems relieved the Internal IT department of print device repair and supply management duties, giving them more time to focus on more specialized, time critical tasks.

### Fleet Management

With Capital managing the fleet and giving recommendations, the customer was able to ensure proper placement of models to maximize end-user productivity. By freeing up time for the IT department, they were able to be more productive when working on specific networking related projects, and could respond even faster when providing support for the company's end users.