

## CASE STUDY: Manufacturing

# Print Management: Business Process Outsourcing

Print Management BPO Increases Efficiencies and Provides Year-Over-Year Savings

### Challenge:

Identify a print management partner capable of providing both onsite and offsite print management services at a competitive rate.

### Solution:

OneTouchPoint implemented an onsite print management program employing over 60 associates to support print, fulfillment & distribution, lead management, and call center activity.

### Results:

Increased ROI through:

- Year-over-year cost savings
- Machine uptime
- Quick turns on product
- Freed staff to focus on core competencies

### Challenge

Managing multiple vendors, contracts, and service level agreements is a challenge. And if your company maintains an in-house printing shop or mail room, you also have the time and expense of equipment, IT resources, and supplies. A major US manufacturer was looking for a print management partner who could support their document program, both onsite at their facility or from offsite facilities located around the globe. Specifically, they were looking for a single contact point, the ability to free staff to focus on core competencies, and reduction in overall costs.

### Solution

OneTouchPoint successfully manages document programs for companies, both onsite at client facilities or from one of our facilities located around the globe.

Our Print Management Services include:

- Onsite, Offsite, or Hybrid approach to Print & Fulfillment Management
- Onsite Equipment Management
- Call Center and Lead Management
- Central Copy Center Management
- Mail Room Management
- Receptionist Functions

OneTouchPoint implemented an onsite program for this manufacturer and employs over 60 associates to support print services, fulfillment & distribution, lead management, and call center activity. All account activity is supported by a customized online fulfillment management tool.

### Results

Since 2003, OneTouchPoint has provided flexible pricing structures, no volume commitments, and over \$3.5 million in cost savings!

### Performance Counts! We guarantee:

- 10-20% year-over-year spend reduction in both direct material costs and productivity
- Machine uptime
- On-time delivery of service and product
- Product and service quality



OneTouchPoint