

Successful Solution

Hammond Lubricant Works' Administrative Manager needed to identify and control printing expenses, reduce wasteful purchasing practices, cut long distance fax charges, and correct redundancies in the company's printing fleet. Advanced Imaging Solutions rightsized the printing fleet with strategically placed printers and multifunction devices and implemented a Managed Print Services program. Hammond Lubricant Works now has an organized and transparent supplies program, an efficient printing fleet and a scheduled maintenance plan. The company realized a 23% monthly savings in the first quarter of their Managed Print Services program.



Hammond Lubricant Works, located in Hammond, Indiana, is a manufacturer of petroleum-based lubricant products. The company was founded in 2002 and employs approximately 60 people. The business can be very fast paced, especially when the price of crude oil is volatile.

The Challenge

Hammond Lubricant Works' printing infrastructure consisted of a Lanier copier, a fax machine and various desktop printers scattered throughout the facility. Supply purchases were uncontrolled and made from different vendors so the company missed opportunities for high-volume discounts. Higher prices, waste and the tie-up of capital was the result. For example, the company was purchasing OEM and remanufactured print cartridges from different sources and \$600 of toner sat in inventory. Some of this toner was for printers that the company no longer used. They sent five unused toner cartridges back to HP to be recycled since they no longer owned the printers that matched those cartridges.

Hardware purchases were just as chaotic. Printers were purchased on a corporate charge card and expensed as a supply line item. Because purchases were made without an overall plan, there were redundancies and the cost per print was very high. There was almost an 1:1 ratio between office workers and print devices.

In addition, the Administrative Manager was spending valuable time tracking supplies and addressing maintenance issues with the desktop printers.

Challenges

- No control over supply purchases and inventory
- End users purchased hardware
- Excessive costs due to redundant and poorly placed machines
- Unable to identify, track and control costs

The Solution

Advanced Imaging Solutions' first step was to replace the high price-per-print desktop printers with six HP printers and two HP multifunction products (MFPs). The copier was replaced with a Toshiba color MFP. The new products were strategically placed to maximize efficiency and productivity. Expensive long-distance fax transmissions have been replaced with the cost-effective scan-to-email functions on the multifunction devices.

The new products were part of Advanced Imaging Solutions' Managed Print Services program. The program includes a cost-per-page plan that covers all equipment, supplies, repairs and maintenance. Hammond Lubricant Works' Administrative Manager, Stephanie McCorkle, is

very pleased with the new program. She now receives only two invoices for the entire print device fleet and appreciates that the expenses are transparent and managed. Due to the new visibility and accountability for print costs, excessive color volume has gone down and is expected to decrease further.

The preventive maintenance plan has increased uptime to 99.86% and improved print quality. The company has achieved a 23% monthly savings in the first quarter.

With Advanced Imaging Solutions help, we were able to eliminate waste and unneeded costs from our bottom line. The Managed Print Services program has also taken the burden of supplies and repairs off of me so that I can concentrate on other aspects of our business.

—Stephanie McCorkle
Administrative Manager
Hammond Lubricant Works

