



Company Background

Global Finishing Solutions' corporate office and manufacturing plant is the largest and most technically capable spray booth manufacturing facility in the world. With additional sales and support offices in Mexico and Canada, this 400-employee strong business in Osseo, WI recognized significant savings with a Managed Print Services solution from Loffler Companies.

LOFFLER

CASE STUDY

Managed Print Services solution provided hardware, service and support for printing needs of manufacturing plant, saving more than \$100,000 in service and toner costs over five years.

Challenges

Global Finishing Solutions (GFS), established in 1975, was challenged with a print environment under de-centralized management. Each department in the paint booth manufacturing business managed their own printers and copiers, from purchasing to supplies and maintenance. Multiple vendor relationships, seven different manufacturers, 23 different equipment models and 23 different supply SKUs created a busy, inefficient workflow process and unnecessary costs.

Dedicated IT resources were heavily used to support print processes and equipment. IT technicians often were unaware of devices, had no choice in the level of quality or type of equipment that was purchased or where supplies came from, yet had to support the functionality of 20-plus different models and manufacturers. This created an environment where time and resources were not being optimally utilized.

An unmanaged equipment and supply ordering process created inefficiencies in their Purchasing Department as well. Dealing with multiple vendor relationships for equipment, supplies and maintenance created an excess of activity for workers with ever-increasing workloads.

Solution

Loffler's detailed analysis and study of the client's print environment determined a right-sizing plan to benefit the entire GFS organization, and save thousands of dollars.

Loffler's solution reduces printer and copier equipment to two manufacturers and the number of different device models by 50%. Loffler's Managed Print Services team monitors supply use and automatically ship supplies when needed. Instead of GFS IT technicians using their valuable time for hardware issues on multi-functional devices, Loffler's specially trained technicians respond to calls in four hours or less. Loffler's online customer portal provides a pro-active line of sight into all service activity with live, real-time data.

"Putting our printing concerns in the hands of the experts at Loffler means we can now focus on what we do best. There's a general sense of relief now that we have a trusted partner for printing knowledge & support."

Global Finishing Solutions CFO

"It's great to have Loffler in our region as a quality choice for business technology and services. They are a company we can use as a benchmark for quality; we'll certainly look to Loffler in the future as our needs change and grow."

GFS CFO



Results

With a reduced cost of ownership for hardware, maintenance, supplies and support reaching more than \$100,000, the benefits of choosing a Loffler Managed Print Solution were obvious and exciting. IT Technicians were freed to focus on projects of high value. Workflow and work load processes for Purchasing Agents and Accounts Payable workers were streamlined with one payment to one vendor. Having one dedicated account manager was critical to GFS's decision to choose Loffler; dealing with three different people on three different subjects, products and services isn't efficient use of anyone's time.

After the assessment and recommendation, GFS kept their options open by checking with competitors, but found that Loffler also offered the best price. GFS appreciated that the team at Loffler did their due diligence on their usage and activity and showed they cared about GFS as a client.

"We have derived great value and excellent service working with Loffler. They are a quality brand with a customer first focus and their one-point-of-contact account management style is great. It's a quality company owned by a good individual who wants to help clients operate better so they focus on what they do best."

Managed Print Services (MPS)

helps organizations save costs, reduce their carbon footprint, and improve basic business processes. MPS is a unified approach to the management of hard copy print devices such as printers, scanners, copiers, and fax machines. Loffler's MPS include an assessment, right-sizing, pro-active management, and on-going optimization of the printing and imaging environment. Whether a small business or large corporation, managed print service programs can create positive gains in efficiency and cost reduction.

Many of the benefits are due to better data collection and the generation of reports that share usage and trends. This allows an organization to make more informed management decisions.

Our solution includes:

- Nation-wide service & support
- 24-hour online customer service portal
- PrintWise data collection tool
- Automated supply fulfillment
- Automated meter readings
- All parts and labor
- Live reporting of service and printer activity
- Right-sizing recommendations
- On-going review of program benefits
- Toner recycling