

Customer Success Story

Managed Print Services



“If we didn’t have reliable printing we couldn’t do our business. It is that simple. With EO Johnson as my print partner I don’t worry about our printers working – I know they will work. It is ‘set it and forget it’ printing, and I like that.”

— Ken Downs, Vice President IT – Marine Credit Union

CUSTOMER:

Marine Credit Union

La Crosse, WI

BUSINESS PROFILE:

Marine Credit Union focuses on serving the underserved. They have over 400 employees, over 60,000 members, over \$750M in assets, and locations across Wisconsin, Iowa, Minnesota, and Illinois.

The Challenge

With a primary focus of serving membership, the ability to print documents, be it loan papers at a closing or account information when opening an account, is critical. “I need two things from my print vendor,” said Ken Downs, Vice President IT – Marine Credit Union. “The equipment has to be stable and reliable, and I need stellar service. There is no margin for error in either of these at our credit union.”

A Managed Print Services (MPS) customer of EO Johnson since 2010, when it was time for his contract renewal Downs focused on his bottom line requirements of stability and service. With a number of the credit union’s branches in small and remote locations, he absolutely needed to make sure machines were dependable. “If those machines are down, much of our service to members is stopped,” he said. “How do you close a loan when you can’t print and sign loan documents?”



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Customer Success Story: Marine Credit Union Managed Print Services

The Solution

Downs has been very satisfied with EO Johnson, not only for providing stable, capable machines and excellent service, but for their partnership. He cites two examples:

- The credit union's prior core system forced them to print a lot of documents. As a result a number of their printers were printing very high volumes, and one machine in their indirect lending area was struggling to keep up. "When you can't reliably print documents on the spot as an indirect lender, that business is shut down," Downs said. "EO Johnson had another
- customer with a large printer that could handle this volume, but that customer was under-utilizing the machine. So EO Johnson worked a deal for us to swap machines. That was a very novel and creative solution."
- When Marine Credit Union changed core systems they dramatically reduced their print volume. "At that point I was over-buying print services," Downs said. "EO Johnson worked with me on a new contract that allowed me to realize the benefits our new core system provided."

The Results

How does Downs gauge his results with EO Johnson – by the number of calls he does not get.

"If our employees had service or reliability problems with our printers I would hear about it," Downs said. "Because I don't get any calls I know our program is working."

With an aggressive growth strategy, Marine Credit Union has grown from 13 branches to 28 in four years – five branches from mergers and 10 by opening new facilities. "EO Johnson is committed to supporting our growth strategy," Downs said. "They have delivered and set up new printers in very short turn-around times. That is true partnership."



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Customer Success Story

Managed Print Services



“We value our partnership with EO Johnson for their quality service, state-of-the-art products, and ability to meet our printing technology needs.”

— Cliff King, Skyward CEO

CUSTOMER:

Skyward

Stevens Point, WI

BUSINESS PROFILE:

Founded in 1980, Skyward specializes in administrative software for K-12 school districts and municipalities. Since its modest beginnings, Skyward has expanded into a nationally recognized company that employs 560 people serving their customers in 21 states and 9 countries.

The Challenge

Over the past few years, Skyward has experienced such extensive growth that the company recognized the need to expand its facilities and printing technology. “Managing the printing was becoming a logistical challenge. Many employees had personal printers, so our expenses were going up year after year,” said Cliff King, CEO of Skyward.

It was during the process of moving to a new facility in 2016 when the company started looking at implementing a more efficient print strategy. “As our new company headquarters began to take shape, we made the decision to create a centralized printing solution for our new office,” King said.

The company wanted to create an efficient printing configuration that would also decrease the overall cost-per-copy and quantities of paper being printed. “We began to look for a new way to manage the printing situation and wanted to find the right partner for us,” said King.



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Customer Success Story: Skyward Managed Print Services

The Solution

While Skyward has been an EO Johnson customer since 2004, the company decided to pursue Managed Print Solutions (MPS) in 2016 to address its evolving printing needs. The decision to consider an MPS program began when an EO Johnson sales representative raised the topic. "Our sales representative showed us how we could save costs and improve efficiency by having MPS in our headquarters," King said.

When it came time for the implementation, King was impressed by the quality of service EO Johnson provided. The process was straightforward, and the MPS team helped the new office begin with a

smooth start. "The transition to the new machines was made easy by the MPS team," said King. "They were extremely timely with their install, and the next day our office was 'business as usual' thanks to the seamless process."

Skyward continues to see the benefits of switching to an MPS option at their headquarters. The management of printing devices, printer costs, and paper quantities have significantly decreased. "Now, any worries about managing printer concerns have all but disappeared, said King. "We've been able to improve our printer technology with a partner we can trust."

The Results

Since Skyward's decision to work with EO Johnson on this service, King recommends considering MPS. "Choosing to have an MPS partner made all of the difference for us in managing our printing needs," he said.

EO Johnson's service and knowledgeable experts are large factors in why Skyward continues to have MPS with the company. "Since support is local to the central Wisconsin area, we can expect timely

responses to any concerns we have. This makes such a significant difference in the uptime we are able to have as a company," King said.

In addition to enjoying a great support system with EO Johnson, Skyward also receives expert advice on printing technology. "When Skyward decided to work with EO Johnson, we not only gained MPS; we gained an experienced partner that can help us with printing advice," added King.



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“The fear of our printers failing and stopping our operation has been lifted from me and is now in the capable hands of experts. And those experts have the necessary skills to address problems immediately should they occur.”

— Jim Schroeder, President
Tri Mart Corporation

CUSTOMER:

Tri Mart Corporation

Menomonie, WI

BUSINESS PROFILE:

Tri-Mart Corporation is based in Menomonie, WI and is a wholesale distributor to C-Stores, taverns, and grocery stores. Warehousing and distributing some 8,000 SKUs including tobacco related products, food, snacks, beverages, liquor, bag-in-box, and coffee, among countless others, Tri-Mart is an employee owned company. Tri-mart has two warehouses – its main one has 35,420 square feet and accommodates freezers and coolers.

The Challenge

Looking ahead, Jim Schroeder, President – Tri Mart Corporation, knew it was just a matter of time until there would be a problem with his aging printer/copier fleet. And, when that occurred it would be devastating to his business as the printing and delivery of invoices was a critical aspect of his operation.

Invoices were run on two printers and personally delivered by Tri Mart’s delivery people. It is a critical part of the business model and flows automatically through the system based on orders. As inventory moves from the warehouse to the delivery trucks, the invoices must be printed so deliveries in this time-sensitive business are not held up. “If those printers stopped, it would seriously hamper our operation and customers would not get the product they so quickly move on and off their shelves,” Schroeder said.



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Customer Success Story: Tri Mart Corporation

Managed Print Services

The Solution

Managed Print Services (MPS) was something Schroeder had heard about but was concerned about the price of acquiring all new equipment. That concern was put to rest when he talked to EO Johnson. "The more I learned about an MPS program for my company, the more I learned that price just wasn't an issue," Schroeder said.

The MPS program for Tri Mart included new multifunction machines that copy, print, scan, and fax. The machines are centralized and networked. The automatic ordering of toner cartridges is also new to Tri Mart. Prior to MPS, an employee was responsible for ordering and stocking toner.

"Although our employees all do wonderful jobs, there was always the chance that toner might not be on hand when we needed it. With the critical nature of printing invoices it is a comfort now that this process is automated and our employees can be freed up from this responsibility," Schroeder said.

The implementation was seamless. "Everyone understood that we couldn't miss a beat in our normal business functioning," Schroeder said. "Everything was well planned, went smoothly, and was done very professionally. And EO Johnson monitored our system initially to make sure everything was working properly."

The Results

For Schroeder, MPS has lifted a big burden from his shoulders. Tri Mart has been a heavy user of their copiers and printers, printing marketing materials for sales in house as well as invoices and other business critical documents. With MPS there is confidence that business processes will not be hampered due to equipment issues.

Schroeder also appreciates the expertise he gains from EO Johnson. "They bring issues that need to be addressed to my attention, things that I wouldn't know otherwise," he said. "With EO Johnson, the print-related issues are being handled by experts, and that is a much better place for those to be."



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Customer Success Story

Production Print Systems and Wide Format



“The thing I love most about EO Johnson is the service. Their service technicians are amazing. Sometimes they will stay after they have fixed the machine and run the job just to make sure everything is working correctly. If we don’t have good service we can’t operate, and we have great service with EO Johnson.”

— Robin Spindler, Printing and Design – UWSP Print Manager

CUSTOMER:

University of Wisconsin – Stevens Point (UWSP) Printing and Design

Stevens Point, WI

BUSINESS PROFILE:

UWSP Printing and Design is a full-service print shop serving the University. UWSP has over 9,000 students and over 400 faculty/staff. Additionally, Printing and Design works with the University’s Fine Arts students to provide real-life file-to-print experience.

The Challenge

Serving a large student and faculty population, UWSP Printing and Design identified a list of enhancements that would allow their production environment to better serve the University in turning quality print jobs around quickly. These included:

- **High paper capacity** – so print shop staff would not have to spend time swapping paper in and out of drawers.
- **Speed** – the shop wanted to turn projects around in one day or less.
- **Redundancy in machines** – this would not only allow them to increase production capacity but ensure the shop had a backup if one machine was down.

The ability to keep projects moving was critical. “If we can’t turn things around quickly our clients will find someone else who can,” said Robin Spindler, Print Manager - UWSP Printing and Design.



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Customer Success Story: University of Wisconsin – Stevens Point (UWSP) Printing and Design

Production Print Systems and Wide Format

The Solution

Spindler looked to EO Johnson to provide all the equipment in his production environment. “Having one capable vendor is important and a real benefit,” he said. “I rely on EO Johnson to show us new equipment and new technologies that will benefit our print shop. They do that on a regular basis, and it helps me plan.”

Spindler added both a black/white and color production machine to address his need for redundancy. His shop now has two of each. He also added a fifth color white and clear capabilities to one of his color machines.

Because EO Johnson represents multiple vendors and provides all the finishing equipment, he trusts that he will get the right equipment he needs with an expert understanding of how the machines function best together for maximum efficiency and production capabilities. “When I needed to add a folder EO Johnson listened to me and provided the options that would best fit my needs,” he said. “Having a solid partner that can do that helps me feel confident when making such an investment.”

The Results

Service is key to Spindler. “Anyone can sell you equipment,” he said. “I’ve had it happen where I needed service on a machine, called, and was told I was ninth in line. That doesn’t cut it when I need to get jobs printed. With EO Johnson I know that if I have a problem something will be done right away. That is where having local service is critical.”

Spindler believes it is equally important for his

shop to stay on top of technology in order to ensure quality and turn things around fast.

“It is important that we stay relevant to our organization,” he said. “At the University that means we continually must add value with fast turn-arounds, be a learning environment, and bring new technologies into our shop. EO Johnson helps us do that.”



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