



Service and Support Solution Spotlight

Printer Management and Procurement Process

Client: Global Fortune 100 Healthcare Company

Location: Central Ohio

Business Need

This customer had been working with MCPc's Breakfix Support team for several years in one of its three business units. In an effort to control costs and streamline processes, they decided to combine support needs for all units under one provider. To accommodate its several hundred locations nationwide, the customer needed a solution that would give them a complete overview of their expansive printer fleet as well as a technology partner that would provide large-scale breakfix services.

Solution

Once service requests were received it was revealed that the customer did not have a strong understanding of its inventory — due to the sheer size of the organization, numerous departments had procured equipment of which corporate was unaware. To streamline and better organize future orders, MCPc developed a new procurement process through its centralized ecommerce site for all locations and business units.

MCPc began indentifying unknown printers as breakfix requests came in which were added to the total fleet inventory through a true-up replacement process. Regardless of whether or not the printer was part of the initial contract with the customer, MCPc worked to ensure that company operations continued despite breakdowns as many printers were an integral part of producing critical package and shipping labels.

MCPc also implemented asset tracking and monthly reporting processes and reviewed key data with the customer on a monthly basis such as the number, type and status of all service calls and identifying equipment not in inventory. This information was initially used for benchmarking and on an ongoing basis helped improve operations and identify opportunities to reduce overall spend.

Results

The customer attained better control of their overall print environment. The consolidation of their procurement process through a centralized ecommerce site funnels all orders through one location helping the customer monitor overall spending, better manage inventory and reduce overhead costs.

Through Web portal software, MCPc is able to determine reasons for failures and help improve uptime through more proactive fleet management. The customer has also saved money by working with one technology partner, as opposed to its previous three-vendor relationship. This arrangement also decreases the need for in-house monitoring, enabling IT employees to focus on more strategic initiatives.

Service request processes have been streamlined and the customer has more insight into overall activity. MCPc updates breakfix request tickets in real-time so that the customer's help desk always knows the status of repairs.

MCPc is still working with this customer and is actively engaged in this project on a daily basis. If your business is looking for a print management, procurement and service partner, MCPc is available to discuss your objectives and customize a solution for your needs.



Highlights

Healthcare company needed to control costs and streamline the large-scale management of breakfix services for three different business units. MCPc developed a customized print management solution and new procurement process which helped the customer better understand and maintain its total printer fleet.

Benefits

- Improved customer control over their print environment
- New procurement process helps the customer monitor overall spending, better manage inventory and reduce overhead costs
- Decreased need for in-house IT staff to monitor and maintain the fleet enabling a focus on more strategic technology initiatives

