



# Service and Support Solution Spotlight

## Printer Fleet Management and Break Fix Service Program

Client: Fortune 500 Insurance Group  
Location: Eastern Pennsylvania

### Business Need

This customer has a long-term relationship with MCPc so when they began having problems with their direct-from-manufacturer printer repair services, they contacted MCPc looking for a more effective solution. Even though the customer's 1,200-printer fleet was still under extended warranty, they were having significant difficulty resolving problems. Simply having a manufacturer's warranty didn't fulfill the needs of end users, as the replacement process was time-consuming and required technical expertise on the part of the caller.

The customer's organizational structure included more than 1,200 devices at 1,200 remote offices across the eastern United States, requiring a much more attentive fleet management and partner, who may actually save them money through increased uptime.

### Solution

MCPc developed a solution for the customer's unique needs ensuring that an end user with a broken machine could be back up and running quickly. Equally important was a replacement process that did not waste employee time on repair services so a hotswap Break Fix service was implemented. Any time a user's printer required maintenance, a new machine would be sent out and the broken one shipped to MCPc for repair.

Since the customer's fleet consisted of many different printer models, MCPc developed a sophisticated inventory management system to accurately track all printers and accessories by both serial number and service call number.

When a user had a problem with his or her printer, the customer's helpdesk called MCPc to request a functional printer to be shipped via overnight courier. If a different replacement model was sent, it was packaged with all necessary accessories to keep business moving steadily.

The fleet management system also tracked replacement inventory while service-ticketing software logged open calls, tracked the location of printers in transit and monitored repair status. After MCPc received a broken device, it was repaired and put back into inventory for future Break Fix replacement needs. The customer was granted access to shipping and inventory status throughout the process.

### Results

This solution has been in place for five years with MCPc providing day-to-day management on an ongoing basis. The customer benefits from a drastic increase in employee uptime due to this convenient hotswap Break Fix service.

In addition, the stress on end users has been reduced which in turn takes an administrative burden off corporate management. Neither the IT staff nor managers hear from disgruntled employees who are frustrated with broken machines because they can simply call MCPc and have a new printer in 24 hours with virtually no questions asked.

If your business is facing a similar frustration due to inefficient printer repair processes, MCPc is available to work with you and develop a more efficient fleet management solution for your needs.



### Highlights

Customer was experiencing difficulty and end user frustration attempting to arrange Break Fix services for extended warranty printers. Administering the program was cumbersome, ineffective and required technical expertise from users without the proper knowledge. MCPc developed a more efficient fleet management process more than five years ago, and has provided Break Fix services for the customer ever since.

### Benefits

- Drastic increase in employee uptime due to MCPc's convenient hotswap Break Fix service program
- Day-to-day management of 1,200 employees and printers by MCPc relieves the burden on the IT staff
- Reduced end-user frustration in seeking printer repairs

