CASE STUDY

How LEAP Managed IT helped a vibrant Indiana museum center with a sprawling 40 acre campus and one of the largest American heritage collections in the Midwest increase productivity and reduce costs.

HELPING A CLIENT INCREASE PRODUCTIVITY AND REDUCE COSTS ON PRINT SERVICES.

CHALLENGE

A vibrant Indiana museum center was using a national provider for their managed print services (MPS) that didn't have a local presence. This center was facing slow response times for service and a decline in the level of service received, including other unresolved issues.

SOLUTION

The museum center approached LEAP Managed IT to see how they could help. By listening to their issues, LEAP Managed IT was able to analyze their current printer fleets, business needs and goals. The proposed solution was to implement a Canon imageRUNNER Advance series device with the latest technology from EFI. The benefits of the particular solution included:

» **Spot Color Matching.** Because they have an in-house design and marketing department, being able to color match was critical to accomplish their goals. They want every marketing piece to be a reflection of their brand

» **Consistent User Experience.** The campus at the museum center is 40-acres, which is the equivalent to almost 40 football fields. Being able to make printing effortless, mobile friendly and easy to use across multiple platforms was crucial.

» **Employee Training on New or Updated Technology.** While often overlooked, being able to provide training is critical for success. LEAP Managed IT developed end-user training so their employees know how to use the devices to do their jobs efficiently.

» **24/7 Support.** LEAP Managed IT layered in their local help desk support with trained technicians. The team would work closely with the museum center to understand any problems that may arise to find a solution that would ensure top equipment performance.

RESULTS

This museum center partnered with LEAP Managed IT. The results they received were significant compared to their old provider. By outsourcing all of their copy and print needs, LEAP Managed IT was able to implement a document strategy that ensured the organization's critical needs and goals were met. These results included:

» **Increased Workflow Productivity.** Any time a machine pauses in the office, it can have adverse consequences on workflow. With LEAP Managed IT handling support, they were able to free up valuable staff time, which allows them to focus on business-critical activities, adding to the bottom line.

» **Reduced Costs, Predictable Budgets and Total Visibility.** Because equipment such as printers, copiers and scanners are so far below the radar, many organizations don't have a clear picture of how much they are actually spending each year for hardware, toner, ink cartridges, paper and maintenance. By utilizing MPS, the cultural center is able to easily manage spend on printing environments and optimize their resources without the surprise maintenance and/or unpredictable printing costs.

» **Predictability and Automated Delivery.** With MPS, LEAP Managed IT is able to analyze their printing needs to ensure the organization is implementing the proper equipment, repairing or replacing inefficient and under performing devices, and monitoring the need for ordering toner cartridges and paper.

» **Improved Sustainability.** By analyzing their print infrastructure, LEAP Managed IT was able to help the museum center change their print behavior by reducing the amount of paper that is used on a daily basis and reducing energy costs.