

Real Estate Developer's Cost Per Page Print Support Solution

The Challenge: A real estate developer with its national office located in Columbus, Ohio has built over 64,000 houses in Ohio, Indiana, Maryland, Virginia, North Carolina and Florida, and is considered one of the nation's leading home builders.

The client has partnered with SARCOM for over eight (8) years to satisfy their IT break-fix support needs. SARCOM has supported their needs from servers to printers in all of their office locations across six (6) states.

In December of 2005, the client asked SARCOM to design and propose a full service printer solution to include all consumables with the exception of media (paper) and to base the pricing of the solution on a cost per printed page.

The Solution: To insure the customer's satisfaction, SARCOM's solution to the challenge included a review of the customer's print environment located in the Columbus, Ohio headquarters.

Upon review, it was discovered that while expense reduction was an important driver in the change of support, the customer also wanted to put in place a method to charge the cost of printing back to the business units within their organization, based on usage.

All of the print devices requiring support were network printers with a substantial range in age of each device.

With this knowledge, SARCOM reviewed several pieces of network printer discovery software on the market and ultimately made the decision to go with a USB key based piece of software that requires no installation of software on any of the client's devices.

An initial investigation of each networked printer

The Challenge: Design full service, cost per page printer solution for a large real estate developer.

The Solution: Full service, cost per page, all inclusive printer support solution.

The Results: After nearly a year, the customer is very satisfied with the solution.

was instigated to insure each device was in proper working order, as well as to record the initial page count for each device.

After the initial investigation of each device to be supported SARCOM had a record of each device, the associated IP address, beginning page count and the business unit location of each device.

In an effort to reduce the down-time associated with the replacement of toner cartridges, SARCOM proposed an onsite inventory with min/max associated numbers to be maintained by the SARCOM associate who is onsite each month to record the usage numbers per device.

SARCOM's support proposal also includes a number of options for the client to place service calls as required. The majority of service requests are placed via the web based QuickTic option by the client's helpdesk associates. They can also use the conventional method of placing a phone call to the SARCOM Customer Response Center (CRC).

All requests for service are responded to with a "next day" Service Level Agreement (SLA).

At the end of each month, a SARCOM associate goes onsite to run the network investigation software to determine the number of pages printed per device for that month.

Because this software tool can be loaded and executed from any network attached device with a USB port, the potential for interruption to the client's environment is kept to a minimum.

Based on the information derived from the monthly investigation, reports are then prepared on usage. Reports are delivered in soft copy as well as hard copy via meetings at the customer's location.

The Results: The full service, price per page print support solution has been in effect for nearly a year at the client's. The solution has provided them with the ability to charge print support costs back to their internal business units based on usage as well as reducing the overall support costs for the network printers covered under this contract.