



A case study

# Managed Print at the Emory University School of Law

## Flex Imaging develops a flexible Managed Print Services (MPS) solution for the Emory University School of Law

### The Situation

U.S. News & World Report currently ranks the Emory University School of Law as one of the best law schools in the nation. Part of this success can be attributed to the extraordinary work that support teams such as the Operations and IT departments perform every day. With more than 800 students and over 150 faculty and staff members, the day-to-day operation of the School of Law becomes even more demanding. With the addition of more users and new technology, management of the printing environment was one of these ever-changing challenging areas. Such tasks include the ordering and managing of inventories of toner cartridges and supplies for over 200 devices of which there are over 30 unique printer models. In addition, the involvement of IT resources on printer repairs and the unmanaged acquisition of new, inefficient printers also needed to be addressed. The management of the printing environment was utilizing considerable resources from both the Operations and IT Departments. Because of this, both departments decided that improvements needed to be made.

### Pre-Sales

Flex Imaging had several "discovery" meetings with both the Operations and IT Departments to gain an understanding of how the printing environment was managed. Using the information gathered, Flex Imaging devised a customized Managed Print Solution (MPS) for the Emory University School of Law and provided an ROI of proceeding with an MPS program. The proposed solution was very compelling, but without a trial the School of Law had no way of confirming the program would work. Knowing this Flex offered a 30-day commitment with no long-term contract.

### Analysis

Flex Imaging's first step was to collect printing environment data: device inventory, device deployment, usage, customer needs, etc. Flex then analyzed the data collected and used it to formulate the FlexMPS solution that was implemented at the Emory University School of Law.

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## How Managed Print from Flex Imaging Improved Emory University School of Law's Internal Service ... without adding costs

### The Solution

Flex Imaging developed a two-tiered solution for the Emory University School of Law:


1. A solution for network devices
2. A solution for local devices

For network devices, Flex proposed the implementation of the FlexMPS solution which includes all supplies, service, parts, maintenance kits, network cards, and remote monitoring service. For local devices, Flex proposed an Inventory Management program and a free labor Service Maintenance Agreement (SMA) for all local, HP and Brother laser printers. The goal of the two-tiered solution was to manage the entire printing environment and enable both the Operations and IT Departments to better serve their students, faculty and staff.

### Benefits

- Time savings of IT team dealing with printer related issues.
- Time savings of the Operations team no longer having to order printer supplies and maintain inventories for covered printers.
- Remote monitoring provides a proactive approach to maximizing network printer uptime by providing alerts for service issues and just-in-time supply fulfillment.
- Print as a fixed cost provides control over printing costs and eliminates the variable costs associated with toner saturation.
- One monthly bill provides a "soft cost" savings in administrative costs by only having to process one invoice a month for all of the printing needs.
- Usage data is constantly collected and stored providing analytical data that can be used for decision making to optimize the printing environment.
- No long-term contracts.
- Hard cost savings attained from moving from an unmanaged printing environment to a fully managed environment.

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