



Industry: Real Estate | User Base: 7000 Agents

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PrintUsage Pro has proven itself a highly valuable asset to our company.

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About

Over the last 40 years, this real estate company has managed to establish itself in the market as a leading firm. It now consists of a network of over 300 offices on the West Coast.

Their Scenario

For many years, the cost of supporting a printing facility had gone unnoticed. With upwards of 7,000 users spanning numerous offices and departments, these costs had rapidly become a major drain on their facilities budget. In wake of the financial crisis in recent years, re-evaluation of expenditure has become a necessity to maximize profits. However, managing company resources usually incurs its own hidden charges that involve extra man-hours, which makes it challenging to make headway.

Solution

Data confidentiality is a very big concern for this real estate company. Its customers trust them with sensitive information so the company puts a substantial amount of

effort in taking all necessary precautionary measures. The company has found certain features of PrintUsage Pro particularly useful for its needs. It is not uncommon for users to send multiple documents to printers before collecting what they have printed. At times, this could even mean that documents will remain on printer shelves for numerous days. By implementing the Swipe & Print, an ID card authentication feature, this has solved all of these potential problems. This enables all the documents for each user to be queued until users authenticate themselves at the printer.

Results

Since implementing the PrintUsage Pro monitoring suite, the company has seen great improvements in its ability to manage its printing. With the built-in quota management, users are less inclined to unnecessarily print emails or use company resources for their own personal use. This limitation on use alone has saved the company an estimated \$10,000 after the first quarter.

It has long been recommended that the company's employees should replace the large number of personal desktop printers, which are very expensive to maintain, with more efficient multi-function printers (MFPs). Not only has this streamlined their printing facilities, it has also reduced the number of copy machines required. Due to the high initial cost of these devices, it is important that these MFPs go to the departments that will use them the most. However, without a print monitoring service, making these decisions would have been pure guess work. The reports feature of PrintUsage Pro has allowed them to generate accurate usage charts so they can prioritize which printers they should upgrade.