



Industry: **Telecommunications**

About

A multinational telecommunications company that specializes in wireless telephone handsets and broadcast network products, this company has over 53,000 employees worldwide and supports numerous business and government customers with its wireless voice systems.

Their Scenario

Most of the company's printers are HP printers, with over 100 printers at an office complex. Also, there are 30 copiers that are made by other manufacturers. In such a complex printing environment, the main problems are:

- Different equipment models and obsolete printers are difficult for the IT department to maintain
- The current capability of the printers cannot meet the needs of the company
- The annual capital investment to update the equipment constantly increases, which is a burden to the company's development
- Decentralized management (The secretary of each department is responsible for print management within that respective department)
- Employees need to contact and deal with several different providers (equipment vendors, service providers and consumable suppliers) to their printing fleet
- Printer use within each department cannot be estimated correctly so printing costs must be split between all departments.

Solution

The professional consultants of our company investigated the company's business trends and the usage of all printers to determine the needs of the employees. Our consultants then worked with the company to customize a unique professional print monitoring and management solution that includes these features:

- Collects printing data in real time and tracks print jobs
- Allows users to analyze information regarding print jobs
- Generates data reports according to the printer, user name, work group, device name, paper size and other categories
- Minimizes expenses by enabling the leasing business to charge users based on the quantity of pages printed
- Prints securely, with no loss or leaking of print content
- Utilizes the Swipe and Print feature using an ID card, which keeps printing tasks in order

Results

Originally, the company's employees were printing many pages simultaneously, which resulted in endless printing queues and employees waiting for their printed documents. However, the company purchased multi-function printers to replace the numerous outdated printers, which streamlined the printing process. Using multi-function printers instead of an assortment of different printers made the printing fleet much easier to maintain. In addition, PrintUsage Pro rerouted print jobs to idle printers in order to further increase printing efficiency, which allowed employees to get back to their work quickly. PrintUsage Pro's quota system also prevented employees from printing their personal material at work and the generated reports allowed administrators correctly charge each department for its own printing expenses.



PrintUsage Pro can not only reduce printing expenses, simplify workflow, improve efficiency, but also ensure the security of confidential documents.

