

CASE STUDY

Solution: Print Audit 6

Industry Sector: Municipality

The City of Avon Lake reduced its printing expenses by over 25% during the first quarter after installing Print Audit 6.



ABOUT THE CITY OF AVON LAKE:

Founded in 1812, the City of Avon Lake is located in northern Ohio on Lake Erie. The municipality office has approximately 80 users and services over 21,000 residents.

SITUATION:

The city had a series of owned and leased desktop devices and aging multi-function printers (MFPs) that were communally used by all departments to print, copy and scan without an automated system to track or manage the devices or users. The city's budgetary structure assigned all of its costs to the various departments within the municipality. However, without a print management solution, it was not possible to accurately allocate printing expenses.

SOLUTION:

The city sought the help of Ken Longrich, a Certified MPS Specialist, at Ace Business Solutions. Longrich silently ran the Print Audit Assessor for 60 days to avoid any changes in printing habits and attain a benchmark for the city's print environment. The Assessor, a unique version of Print Audit 6, is a tool that enables office equipment dealers to run full assessments of their customer's print environments. This assessment shows exactly what was being printed, where and by whom in order to reveal inefficiencies.

"Print Audit 6 identified inefficiencies we weren't aware existed and also gave us dozens of ways to easily rectify them."

Scott Herrick
IT Director
City of Avon Lake

RESULTS:

- Paper usage reduced by 25% in the first quarter
- 33% of print volumes redirected to higher efficiency devices
- 100% tracking of every document created

THE RESULT:

"Without a print management system, we were needlessly wasting money and resources," explains Scott Herrick, IT Director. "Before, we were printing 240,000 pages in a year and had no clue who was printing what. Since introducing Print Audit 6 to our environment, we have cut our printing by over 25%."

The city installed Print Audit 6 Suite onto 80 desktops to track user printing, allowing the finance department to allocate 100% of the printing costs to specific users and departments while simplifying accounting processes.

During the assessment, it was revealed that a large number of print jobs were being sent to the expensive local devices rather than the cost-efficient MFPs under a lease agreement. Of these jobs, 33% were print jobs over 25 pages. Using Print Audit Rules, the city imposed a rule that redirected all print jobs with 25 or more pages to a less expensive MFP, saving the city 45,000 pages and more than \$4,000 a year.

Many of the expensive local units and older MFPs were removed from the print environment and replaced with 2 higher efficiency devices using Print Audit Embedded to track all walk up printing and photocopying. This simple change saved the city thousands of dollars in equipment leasing costs. In the first month, the city experienced an immediate decrease of 10% in its print volume as users were encouraged to duplex or print to MFPs and discouraged from printing personal documents from office devices.

"As a municipality, we need to be accountable to our citizens for our spending and have a clear understanding of our budgets. Print Audit has given us full control and transparency of our print management environment and budgets," explains Nancy Bryan, Finance Director of the City of Avon Lake.



"I can account for every single print job and assign 100% of our printing costs to specific users by simply running a report with Print Audit 6. That is powerful!"

Nancy Bryan
Finance Director
City of Avon Lake