

PRINT AUDIT

The Print Management Company

CASE STUDY

Solution: Print Audit Recovery

Industry sector: Office Equipment

Toshiba America

Business Solutions' Print Audit helps Offutt Nord, PLLC to reduce costs and increase billing by almost 200% in a four-month period.



BACKGROUND:

Offutt Nord, PLLC is a regional law firm with offices located in Huntington and Charleston, West Virginia. The firm regularly represents the policy holders of over one hundred (100) insurance companies and self-insured entities, as well as several publicly and privately held corporations and businesses in complex litigation matters, including medical malpractice, legal malpractice, products liability, toxic torts, personal injury, insurance coverage, insurance bad faith, motor carrier litigation, arson, premises liability, sexual harassment, and employer's liability.

CHALLENGE:

Similar to many other law firms, Offutt Nord, PLLC bills its clients for the cost of legal documents that have been created for them. Prior to using Print Audit, Offutt Nord, PLLC was tracking and recovering its photocopying and faxing expenses, but due to the increasing use of a document imaging system and the use of printing as opposed to copying, they felt that a significant amount of dollars were being lost to untracked printing. In addition, the exchange of confidential and sensitive information demanded secure print tracking and prevention of override by the user.

CASE SUMMARY:

Offutt Nord, PLLC faced significant costs for untracked printing as the firm increased its use of a document imaging system requiring printing more than copying. With more than a single office, and a need to maintain the recovery of duplication expenses, Offutt Nord, PLLC needed a secure print tracking solution in order to more accurately recover client expenses.

SOLUTION SUMMARY:

Toshiba America Business Solutions, Inc. (TABS) authorized dealer, Aaron's Products, Incorporated, analyzed Offutt Nord's, PLLC needs and suggested Print Audit as a viable method to recover billable printing costs from clients while maintaining a secure environment for the exchange of sensitive information.

OFFUTT NORD
ATTORNEYS AT LAW, PLLC

"Print Audit fit very well into our environment because it can run on any kind of network."

Janie Pavlis,
Firm Administrator
Offutt Nord, PLLC

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THE SOLUTION:

Offutt Nord, PLLC purchased Print Audit and installed it as a 15-day trial, along with Copy Audit, for both their main and satellite offices. Print Audit fit very well into Offutt Nord's, PLLC environment because it can run on any kind of network. Offutt Nord, PLLC uses a Novell network with plans to switch to a Windows environment. They are able to recover billable printing costs from clients through the use of ID codes. Before documents can be printed, the Print Audit popup prompts the user to enter a client code.

THE RESULT:

Offutt Nord, PLLC was immediately pleased with the results. They purchased 70 seats of Print Audit and six Copy Audit boxes based on the 15-day trial experience. In addition to Print Audit's ease of installation and use, as well as the customizable settings for every part of the software, Print Audit provided a centralized location for all reporting. With the HECON system that Offutt Nord, PLLC had been using, they had to go to each unit, including the one at their satellite office nearly an hours' drive distance, to retrieve the numbers for each account every month. With Print Audit, they simply open up the administrator and choose the format of the report they wish to view. Also, Print Audit includes an export tool that allows Offutt Nord, PLLC to export the report results to an Excel spreadsheet for easier incorporation into the practice's billing process and applications.

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Almost 200% billings increase in a four-month period.

- Billings increased from \$18,810.05 in 2006 to \$35,667.73 in 2007 from July to October.
- Cost of software recaptured in less than two months.
- Able to account for all activity from one central location.

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Over \$76 Billion Strong

FORTUNE's Global 500 consistently ranks Toshiba among the top 50 largest companies in the world.

ISO 9001 Certified

Our manufacturing facilities are ISO 9001 Certified. Toshiba will settle for nothing less than the highest level of certification.

Manufacturer of the Year

Toshiba has been named the most favored manufacturer in seven of the past ten years by the Business Technology Association (BTA), and named copier manufacturer of the year by Marketing Research Consultants, Inc.

BTA - Channel's Choice Awards

Nine time winner of the Superior Performance Award. Repeat winner for the Corporate Support and Marketing Distribution.

Research & Development

Toshiba's annual R&D expenditures are in excess of \$3.3 billion dollars.

InTouch Technical Support

A nationwide network of factory-trained and certified, community-based personnel backs Toshiba products.

Award-Winning Products

Toshiba has received over 100 awards from Buyers Laboratory Inc., Office Products Analyst, and Better Buys for Business.

Six Sigma

Toshiba uses Six Sigma methodology to ensure the highest product quality, increased customer satisfaction, and faster reaction to changing markets.

CIO Bold 100

CIO Magazine recognizes the top 100 companies that show marked strides in business and IT. Toshiba is recognized for its ability to marry IT agility with enterprise agility in order to move quickly, adapt intelligently, and create advantage in a rapidly changing world.

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