

## Print Audit Case Study Assessment of Attorney General's Office

### About the Client

Attorney General with 22 offices spread throughout the state (specific client information withheld).

### The Situation

Prior to the assessment, the Attorney General's office had little control over their printing environment. They were not aware of how many print devices they had, let alone how they were being used. Most of the printers were over 7 years old and as a result malfunctions were common and toner costs were high.

### Methodology

To deal with their escalating print costs, the Attorney General turned to Oki Data Americas for professional help and advice. Oki Data stood apart from their competitors in that they were able to provide a complete assessment of the Attorney General's print environment. This included information on printing to all parallel, networked, USB and direct-to-IP devices. The program Oki Data uses to get this information is a special 30 day version of Print Audit, called the Assessor.

Oki Data was able to silently and easily deploy the Assessor onto over 1000 of the Attorney General's workstations using Altiris Software Deployment Solution. "We loaded the Print Audit software onto their network and ran it for 30 days to make sure we had a complete analysis," said Ron Bassett, director of customer satisfaction for Oki Data Americas. After the 30 days, Oki Data had an inventory of all the Attorney General's printing devices. They were also able to easily generate reports that detailed print volumes, peek usage times, average job size, printer utilization and much more.

### Results

Oki Data used this information to develop a proposal specific to the Attorney General's needs. They were able to pinpoint 1,000 obsolete devices in need of replacement and a number of workflow inefficiencies. "After the assessment we saw where we could save the Attorney General over 21% of their costs over a three year period. Controlling costs and improving productivity is the main goal," said Bassett.

"The Print Audit Assessor is generating tremendous value for our company," said Jim Fitzpatrick, Manager of Operations for Oki Data. "We're recommending that all our dealers use it. While USB-based assessments tools have become commonplace, the Assessor provides us with transactional data that we cannot get from any other source. Simply capturing click counts does not tell you how printers are being used. For a true picture of printing costs, you have to be able to identify ergonomic inefficiencies related to printer usage. The Assessor is the only product we've found that can accurately tell us what is being printed, when, where and by whom."



### Summary

30 day analysis of attorney general's office

#### Results

- Print Audit Assessor helps reveal 1000 obsolete printers
- Identified 21% reduction in printing costs over 3 years

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[www.printaudit.com](http://www.printaudit.com)

North America and Worldwide

Toll Free: 1-877-41-AUDIT (28348)

Phone: 1-403-685-4932

Support@printaudit.com • Sales@printaudit.com

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