



TOP 10 U.S. DRUG COMPANY

Case Study



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Top 10 Global Generic Drug Company Adopts Managed Print Services to Support Growth and Reduce Costs

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COMPANY

As one of the top 10 global generic drug companies in the world, this organization continues to fuel growth through the development of new and innovative products and a rapidly expanding generic and brand product portfolio.

CHALLENGE

As the U.S. expanded -- to over 700 employees, across 5 sites stretching from New Jersey to New York, and Florida – the company’s Director of MIS, North America, saw **staff printing needs increase exponentially**.

“With acquisitions and continued rapid growth, we had multiple locations supported by multiple groups (in-house IT and outside vendors) and each group doing their own thing. IT had little control over printer purchases and deployments and **little visibility into the actual costs** of the company’s printing environment,” The Director commented. But based on increasing support requirements and demands on his IT organization, the Director knew there were issues that needed to be addressed and he needed to find a more unified approach to managing and supporting his print infrastructure and his end users.

The Director’s goals for the company’s print environment included a) reducing escalating printing and copying costs, b) preparing for large printing projects, and c) eliminating the incessant bottlenecks in end-user printing that currently existed. “I needed to reduce the burden of dealing with ongoing end-user printer/copier issues,” the Director explained. “I hadn’t quantified it at the time, but **IT was spending 15% of our time supporting printers and copiers**. However with a number of higher profile projects in progress, we didn’t have the time or resources, or processes in place, to conduct a proper analysis of our print environment.” The IT group needed help assessing the situation and coming up with a more efficient, cost effective solution.

SOLUTION

The company brought in Flo-Tech to conduct an assessment of their printing and imaging environment. Flo-Tech was able to help the company’s technology leadership identify what they were currently spending, volume trends and what was causing the bottlenecks. As a result, Flo-Tech delivered a customized managed print services program and output strategy that included:

- A seamless transition plan, incorporating their existing contracts, to the new environment.
- Refreshing older printers with more reliable, more cost efficient devices to **reduce operational costs**
- **Off-loading support** of the company’s printer population in New Jersey, New York and Florida to Flo-Tech, easing the burden on their IT staff.
- Delivering one monthly invoice for **easy contract administration**.
- Preventative maintenance and proactive parts replacement to supplant the current reactive solution eliminating emergency service calls and downtime.
- **Educating users** on the cost of printing and the impact of using the right printer for the right job.

RESULTS

The company saw immediate results with this managed services implementation, from freeing up IT resources, to rapid user adoption, to immediate cost savings by retiring printers near their end of life. Since implementing the new program The company has experienced:

- **35 - 40% drop in their cost per page**
- 15% decrease in the number of printers deployed
- Improved uptime due to a proactive service and support model
- Improved user satisfaction as a result of the both the improved uptime and a joint awareness program conducted by Flo-Tech and The company educating users on how to select the best output device for their printing and copying jobs
- Reduced burden on their IT staff increasing time spent on higher priority projects

According to The company’s Director of MIS, one of the best things about the whole project was that there were **no surprises**. “Flo-Tech educated us throughout the entire process.” he explained. “From the first meeting to the final implementation, Flo-Tech told us what was going to happen. We knew what to expect and how to prepare. Flo-Tech focused on the best solution for our company, and that’s what we got.”