Case Study: Service Industry

SLV Rural Electric: Improves Printing Efficiencies and Cuts Expenses

Challenge:

While SLV Rural Electric had a printer fleet in place, they lacked a system to accurately track performance, supplies and related costs. In addition, technical printer problems were also a significant issue, resulting in inefficiencies and unnecessary downtime. Plus, SLV’s IT Director was continually spending valuable time dealing with printer related issues.

Gobin’s Solution:

In order to eliminate printer downtime and maximize the efficiency of SLV’s document output system, Gobin’s Business Solutions was able to bundle SLV’s existing printers and MFP’s under their all-inclusive managed print services program, PrintWise...

- No new printers had to be purchased
- One contract and one invoice ensured accurate and simplified billing
- Guaranteed next day delivery of printer supplies
- Received on-site service for prompt repairs, parts included
- Ongoing monitoring to increase printer performance and improve printing processes
- One low cost-per-print regardless of how many prints they make

Results:

With Gobin’s PrintWise, SLV Rural Electric now has a system in place that has improved the overall efficiency of their printing processes, significantly freed up IT time to focus on important issues – all while lowering printer related expenses.

“As IT Director, Gobin’s PrintWise Program has virtually taken all printer related issues off my plate which allows me up to spend more time on critical network infrastructure.”

Ross Coombs: IT Director