

Medium sized municipality contracts Zycom Technology to implement a Total Print Management strategy

CLIENT: CITY OF KINGSTON

Kingston, Ontario, Canada

BACKGROUND

Like most organizations, the City of Kingston purchased or leased photocopiers, printers, fax machines, and scanners from multiple manufacturers to meet very specific print/output requirements. Different departments with different budgets managed different devices. There was no control on the purchasing of print and copier devices leading to waste and duplication of effort.

The City realized that it needed to “increase efficiency and effectiveness by reducing the City’s print costs in work areas, by combining current service contracts into one”

OUR ASSIGNMENT

- Reduce or contain cost to the extent possible for the life cycle of the equipment
- Provide the ability to charge for printer use back to departments
- Provide an ability to augment or replace print devices as required
- Eliminate toner inventory
- Provide on-site warranty and printer repair

CHALLENGES

- Multiple City locations
- Multi-vendor environment
- Older, end of life printer/copiers

WHY MOVE TO ZYCOM'S MANAGED SERVICES

Fast Implementation

Higher Levels of Security and Reliability

Lower Operating Cost and Improved ROI

Increased Efficiency of In-house Resources

Better Systems Performance

Less Downtime = Better Customer Service

Greater Peace of Mind!

OUR SOLUTION

- Performed a **TOTAL COST OF OWNERSHIP ANALYSIS (TCO)** that projected a **\$300,000 SAVINGS OVER THREE YEARS** with device consolidation
- Implemented **WEBJETADMIN TO CONTROL AND MONITOR THE PRINTER FLEET**
- **AUTOMATIC ALERTS OF PRINTER PROBLEMS AND TONER DEPLETIONS**
- Implemented a **MANAGED SERVICE FOR TONER INVENTORY AND REPLACEMENT**
- Implemented **MEGATRACK APPLICATION** to track device use and charge-back
- Installed **MULTI-FUNCTION PRINTERS** to replace copiers and older printers



ZYCOM
Technology Inc.

For more information about Zycom Technology Inc., visit us online at www.zycomtec.com or call **1-866-549-6558**