



### Client Success:

Chief Supermarkets was seeking to improve management and control of its printing infrastructure. Their varied printing fleet was aging and unreliable, leading to frequent breakdowns, productivity issues and workflow interruptions. After implementing **Perry Corporation's Managed Print Services** program, Chief Supermarkets gained full visibility into all network printers, unified all printer related services under one vendor, and gained a predictable financial picture of its print environment all while receiving more consistent service throughout their locations.

Chief Super Market, Inc., dba Chief Supermarkets, is a family-owned, independent regional supermarket retailer. They operate 12 stores in Northwest and West Central Ohio and are known for being a good neighbor by staying involved in their local communities.

### THE CHALLENGE

Chief Supermarkets' employees experienced frequent breakdowns from their printing equipment resulting in decreased productivity levels. At times, breakdowns could last for more than a day. Both preventative maintenance and repairs were done by an outsourced IT provider that did not specialize in printer repair. Most notably, Chief Supermarkets did not have a grasp on the total cost of operation (TCO) of their printer fleet.

Due to rising service costs, continuous breakdowns, and their goal to seek maximum productivity and identify TCO, Chief Supermarkets began to research other options to gain control of their printing costs and reduce downtime issues. Perry Corporation had approached Chief Supermarkets to discuss managed print services. When Perry Corporation explained

that their Managed Print Services program would not only identify and track all printing related costs associated with their fleet, but could also reduce their expenses over time and offer more consistent service, Chief Supermarkets was interested. In addition, the opportunity to gain real information about usage rates and productivity levels among the devices was exactly what Chief Supermarkets was looking for.

### THE SOLUTION

Perry Corporation first assessed Chief Supermarkets' equipment fleet and determined that they would benefit greatly from a technology refresh. To ensure that the appropriate equipment was placed in the right department, Perry Corporation consulted with the end users to document usage levels and needs. A total of 118 new devices were installed – many of them multifunctional devices that can print, copy, scan and fax.

### CHALLENGES

- Unable to identify, track, and control existing costs and usage rates associated with operating the printer fleet.
- Fleet of aging equipment was inefficient and prone to breakdowns causing workflow interruptions and decreased productivity levels.
- Reliance on an outsourced service vendor that did not specialize in printer repair resulted in inconsistent service levels, frequent downtime, and end user dissatisfaction.

**"The main reason we use Perry Corporation is because of their people - they are very dependable and always go above and beyond for us. It's the people that really make the difference."**

*- Theresa Stafford, Director of Human Resources & Risk Management*

Next, Perry Corporation implemented a customized Managed Print Services program which placed Chief Supermarkets on a cost-per-print plan that includes all service and supplies. Now, all departments receive the same high quality service and have one point of contact for all of their printer related needs. The program also includes provisions for routine maintenance checks which has helped to reduce the number of service calls. According to Rex Eutsler, Chief Supermarkets' Systems Administrator, "The people at Perry Corporation are great to work with, and they will do whatever is necessary to solve the problem. They are very hands on and address all issues quickly."

To track usage rates, Perry Corporation installed a remote monitoring system on Chief Supermarkets' network. This innovative approach to printer fleet management allows Chief Supermarkets to monitor usage rates, identify all costs associated with each device and ensure all devices are utilized efficiently.

Scheduling regular reviews with Chief Supermarkets' IT and upper management was the final step to help Chief Supermarkets gain control of their printing costs. These reviews assess usage levels and costs associated with each printer. In an effort to create an environment of continuous improvement, during the reviews Perry Corporation discusses with Chief Supermarkets the status of the printer fleet, redeployment recommendations, and other enhancements.

## RESULTS

- Increased overall productivity while reducing the equipment fleet size by almost 15%.
- Perry Corporation's ongoing preventative maintenance program has helped to significantly reduce IT time spent on printer related issues and increased uptime.
- Gave visibility into the usage and cost of all print related expenses.
- All print related issues unified under one vendor and billed on one, monthly invoice, enabling predictable billing.

## THE RESULT

The consolidation of all print related services under Perry Corporation has resulted in reduced downtime and more consistent service to all end users. The installation of new equipment resulted in reducing Chief Supermarkets' total fleet size by approximately 15% without sacrificing productivity. In addition, the new technology brought increased functionality to the end users and increased overall efficiency throughout all departments.

Perry Corporation's Managed Print Services program has given Chief Supermarkets full visibility into their printing costs enabling them to have predictable monthly billing.

Theresa Stafford, Director of Human Resources & Risk Management at Chief Supermarkets, noted, "The new equipment is extremely reliable. The ability to pay for only the prints that we use has allowed us to get a handle on our costs. But the main reason we use Perry Corporation is because of their people - they are very dependable and always go above and beyond for us. It's the people that really make the difference."

## SOLUTIONS

- Perry Corporation's Managed Print Services program implemented to control costs.
- Remote Print Management System installed to gain visibility into networked printers.
- Preventative service program put in place to reduce downtime and lessen the burden on limited internal IT resources.
- Quarterly reviews conducted to evaluate and monitor printer efficiency and usage levels.



Contact us today to learn how Perry Corporation's Managed Print Services Program can help you gain control over your office print environment: 545 W. Market Street • Lima, OH 45801 • 800-589-7370 • [www.perrycorporation.com](http://www.perrycorporation.com)