

# Making The Case for Managed Print Services



How a labor union insurance and real estate services provider saved **\$10,000 a year** in copier and printer toner, repair costs, and leasing costs after switching to an MPS (managed print services) contract.



**T**he Union Labor Life Insurance Company (Ullico) was formed in 1929 by labor leaders to provide financial security to union members and their families. Today, more than 85 years after its inception, Ullico's dedication to providing labor workers with protective insurance policies — as well as investment and real estate support — is going strong.

To support its customer base, which includes members of IBEW, USW (United Steelworkers), various teacher unions, and the Motion Picture Association — just to name a few, Ullico employs 220 sales reps, customer service agents, and other administrative professionals located in Silver Spring, MD; Chicago; Washington D.C.; San Francisco; and Santa Monica, CA.

A large portion of Ullico's business entails generating policies and contracts, which leads to a steady stream of printing, copying and scanning of documents. At its Silver Spring facility alone the company has 12 MFPs (multifunctional peripherals) in addition to several desktop printers, fax machines and copiers. In the past, Ullico contracted with Xerox to provide copiers, printers and repair services. Ullico ordered its own toner and stocked extra cartridges for each machine in a dedicated supply closet to minimize downtime.

Following reorganization at Xerox more than three years ago, the quality of service plummeted. "With the new Xerox service company, we never knew who our sales rep was and service calls would go unanswered for days," recalls Marc Zinsmeister, VP of IT at Ullico.

## Copier Breakdowns and Slow Service Raise Frustration Levels

During this period Ullico was contacted by ImpactOffice, the office supply company it used to purchase cartridges for its desktop printers. In addition to providing office supplies and furniture, ImpactOffice offers managed print services (MPS), which is a full-service copier, printer, and fax machine service designed to eliminate customers' frustrations with managing toner, consumables and repairs.



Prior to discussing the cost of the program, ImpactOffice conducted a thorough assessment of Ullico's printers, copiers, and fax machines to gain an understanding of equipment usage and challenges. After the assessment, ImpactOffice provided Ullico with a summary detailing the cost savings and benefits of switching to the MPS program.

## Flexibility & Partnering was Key for Ullico

"We were already happy with their office supply service, but we still had several months left on our current copier lease and we wanted to get a few quotes before entering into any more business agreements," says Zinsmeister. After researching other options, ImpactOffice's proposal was still the most attractive, plus ImpactOffice sweetened the deal by offering to buy out Ullico's Xerox contract. "We were still hesitant about signing a three-year contract to lock in the best pricing on toner," recalls Zinsmeister. "But, ImpactOffice had a solution for that as well: Their contract includes a 30-day out clause so that in the event we're dissatisfied with their service we can cancel with no penalties."

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## New Copiers And MPS Provide Immediate Benefits

After inking the deal, ImpactOffice handled the entire switchover within a couple of days, including replacing the Xerox equipment with Canon 5200 Series MFPs and Canon 9000 series production devices in Ullico's print shop. ImpactOffice also trained Ullico's staff on the features and functions of the new equipment, and it provided the customer with a secure link to a portal showing real-time details about its printing, copying, and scanning usage. "We can also see in real time where the toner level is for each managed device," says Zinsmeister. "When the toner falls below 20%, it automatically triggers an alert for ImpactOffice to order and deliver a replacement. If we feel that a particular machine isn't used that often, we can change the default toner setting to not automatically re-order new toner until a lower threshold is reached."

During the first year on the MPS program, Ullico noticed several improvements. "By not having to keep an inventory of toner supplies on site, we freed up lots of space in each of our office supply closets," says Zinsmeister. "Plus, if we had any problem with any of the machines, an ImpactOffice technician was dispatched right away, and there was good communication throughout the entire process. Another bonus was that we never received any billing surprises — our bill was the same each month."

According to Zinsmeister, since switching to the ImpactOffice MPS program three years ago, he estimates that his company has saved more than \$30,000 in toner costs and repair expenses. "ImpactOffice's monitoring and reporting portal allows us to make intelligent business choices such as replacing standalone printers, copiers, and fax machines with MFPs and moving higher-capacity machines to areas where they can be better utilized," he says.

ImpactOffice also has improved Ullico's coffee service, according to Zinsmeister. "They replaced our costly vending machine coffee service with coffee stations that utilize thermal carafes," he says. "Now, employees can enjoy premium coffee such as Starbucks — and we're paying less than we did with the previous service. As an added bonus, ImpactOffice employs unionized drivers, which supports our core mission of supporting union workers and their families. "In every aspect of our partnership with ImpactOffice, they've proven themselves to be a true one-stop service provider for our business needs."

