

TERN, INC.

MANAGED PRINT SERVICES

Comprehensive Services – A Welcome Discovery

The Situation

What made Thern, Inc.'s printing and document needs unique was the number of highly technical and sophisticated user groups within their organization.

Planners, engineers, and marketing/design all had highly specific printing needs. And each was accustomed to having their needs met as they determined.

With a lot of small printers close to employees' work areas and a mixture of company-owned and leased equipment, there was a lack of conformity among Thern's printer fleet. To further complicate things, the company didn't have a dedicated IT function responsible for printing and document needs. Instead they had employees wearing "IT hats" when it came to print fleet needs. Two issues were mounting headaches for these employees: Service problems with the owned equipment could shut down workflow, and the expertise required when it came time to select new equipment and order supplies demanded time.



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Bringing it all Together

The idea of having a trusted expert who could not only keep the equipment running seamlessly but match the company's needs to available options seemed like a dream to Thern. "We didn't know there was a company out there that could do that," said Tedd Morgan, President – Thern, Inc.

Recognizing they needed to make a change in how they handled their print fleet, Thern welcomed the acquaintance of EO Johnson Office Technologies. An analysis was completed by EO Johnson and a Managed Print Services proposal developed and presented. For Morgan and his team, it was almost too good to be true.

The plan included a reduction in equipment, deploying the right machines throughout their organization based on unique departmental needs, and EO Johnson maintaining and servicing the equipment. And, Thern would save money with the plan.

"The proposal addressed every one of our issues. Our employees would no longer have to fuss with equipment – experts would be doing that. To get all that, plus the assurance that we have the equipment we need instead of what a vendor wants to sell us and that we would save money was more than we expected."

TEDD MORGAN, PRESIDENT – TERN, INC.

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Implementation

Employee reaction to the new plan was important to Morgan as some were losing the convenience of close-by printers. Bringing employees into the discussion and thoroughly communicating changes was a priority. Because of the individual department unique printing needs, many employees were brought into the analysis and planning work. The company's internal weekly newsletter was used to keep all employees informed of changes, and there were many one-on-one conversations. **The commitment to keep all informed paid off as employee reactions to the changes were positive.**

Implementation day went off smoothly. Some 15 – 20 machines were removed, the new equipment installed, and employees were trained in one well-planned and orchestrated day. Admittedly a little nervous about implementing the entire program in such a short time frame, at the end of the day Morgan felt comfortable.

"We never felt like there were foreigners in white suits invading our building," Morgan joked. **"EO Johnson's people were wonderful – very attentive to all the details while being very easy to work with. I couldn't be more pleased."**

"I am very impressed with EO Johnson and that goes beyond the service and support they provide. I see qualities in their company that every business should strive for – integrity, sincerity and professionalism, things that are key to a successful partnership. And this is what we have with EO Johnson – a partnership." **TEDD MORGAN, PRESIDENT – TERN, INC.**

Unexpected benefits

One of the nice surprises to Thern has been some of the unanticipated benefits. They understood they would gain efficiencies in their equipment, free up staff time from servicing equipment, and save money, but they didn't count on some improvements in work flow.

"Color scanning and printing are two functionalities we wouldn't have added on at a cost," Morgan said. **"But they came with the machines and our employees have really utilized them. We've actually improved efficiencies with them."**

Business Profile

TERN, INC. is a family-owned manufacturer of lifting, pulling and positioning equipment. Roy and Lucille Thern founded the company after World War II in Winona, MN. Now, with 115 employees, Thern products can be found around the world in almost every industry.



Tedd Morgan,
President – Thern, Inc.