

GREAT AMERICAN CROP INSURANCE

MANAGED PRINT SERVICES

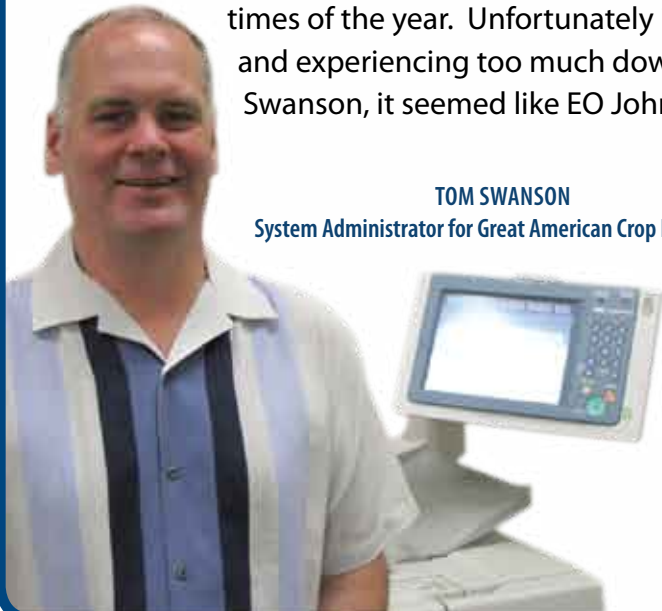
Too Many Machines Make for the Right Time to Change

The Situation

Great American Crop Insurance had a lot of individual printers, a number of copy machines, and a handful of fax machines. In fact if the number of machines were added together, they nearly equaled the number of employees (46 machines and 45 employees). Factor in that a number of the machines were old, and it was clear to System Administrator Tom Swanson that it was time for a change.

The company had inherited an inventory of desk top printers from a buy out, so as employees requested an individual printer they were provided one. "We had them in inventory," Swanson said. "So, we figured why not use them."

One of the company's nine copiers was a workhorse, heavily relied on for large print jobs at certain times of the year. Unfortunately it was old and experiencing too much downtime. To Swanson, it seemed like EO Johnson was



TOM SWANSON

System Administrator for Great American Crop Insurance.

Installation

Careful pre-planning ensured a smooth installation. In preparation for the installation, Swanson got all the necessary printer and email data to EO Johnson for set up so the machines would be ready to go once installed.

By noon on installation day the machines were in place, and at 1pm Swanson sent an email letting employees know they could print.

"By the end of the day everything was functioning," Swanson said. "Minimizing the business interruption for installation was very important to us. I was very pleased with how quickly and efficiently the installation went."

there once a week servicing it. The machine needed to be replaced, and that provided an opportunity for the company to look at Managed Print Services.



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Time to Reduce

"We wanted to reduce the number of individual machines we had. We had EO Johnson only servicing some of the desk top printers, so I was ordering and warehousing toner for the others. Between the actual printing cost of these printers and our internal maintenance costs, we were spending more than we needed to," Swanson stated.

Beyond getting rid of the costly individual printers, one of the most appealing points of Managed Print Services for Great American Crop Insurance was moving all the printer maintenance to EO Johnson. Not having to order and inventory toner would release Swanson from a time-consuming responsibility.

The Managed Print Services program has dramatically reduced the number of copiers and printers at Great American Crop Insurance from 46 to 11.

Prior to Managed Print Services Great American Crop Insurance had:

- 34 printers – 11 different models using 9 different supply types
- 9 copiers – 8 different models using 6 different supply types
- 3 fax machines – 2 different models using 2 different supplies

As a result of the Managed Print Services program, the company has:

- 5 black printers
- 1 color printer
- 4 black multifunction units (copier, printer, fax, and scan functions in one machine)
- 1 color multifunction unit

Additionally, the company has **increased their average print speed from 24 pages per minute to 53 pages per minute.** Equally impressive, **100 percent of their equipment is now on the network** compared to only 40 percent prior to the change.

Managed Print Services is a Hit

The program is working for Great American Crop Insurance. Printer maintenance is no longer Swanson's responsibility, and the machines are running problem-free. Although employees were initially concerned about giving up their individual printers, they are very happy with the increased printing speed and having print jobs ready for them when they get to the shared printer.

"One of the biggest things is the ability to scan in color," Swanson said. Prior to Managed Print Services scanning to an electronic file was a cumbersome process and it produced only black and white scans. Employees can now highlight important information in color for their recipients. "This feature alone makes things much more efficient for employees," Swanson said.

Business Profile:

Great American Crop Insurance is the crop insurance division of Cincinnati, Ohio based Great American Insurance Company. Great American Crop Insurance is one of the largest crop insurers in the nation and recognized as a leader in this specialized marketplace. The Eau Claire office is a regional office, employs approximately 45 people, and handles Wisconsin and Iowa business.



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