

A Sticker Shock Pickle

Managed Print Case Study



Our approach to managed services is...a little different. When we partner with a business, we don't just fix problems. We help them achieve their goals. Here's what that looked like at a company we'll call "Pete's Auto."



M&As are part of our growth strategy, but every new acquisition (we now have 1,300 locations) adds new print equipment. That's fine, except our current provider – HP Direct – is taking weeks and multiple visits to fix just one. Is that...normal? We've been buying extra printers and sending them out to locations just to keep our business up and running. But seriously, there has to be a better way to do this. Also, not sure if this is on the table or not, but our Cisco licenses are about to expire, and we heard you might be able to get us a better price.

– Pete's Auto

First off, no, that is not normal! At least, not anymore. We use modern print software so that we can usually anticipate print disruptions and dispatch a technician with the right repair part before you notice something's wrong. As a nationwide provider, we can manage your entire fleet, and because we're brand agnostic, we can do that right away, regardless of the equipment you're using. So there's no need to stockpile additional equipment, let alone ship it.

As to the second part of your question...you heard correctly!

Pete's Auto got Marco's Managed Print Services, plus:

- 20% savings fleet-wide
- More responsive, proactive service
- Additional savings on Cisco software
- Equipment lifecycle management
- Print security services at no additional charge

TAKEAWAYS

- Working with a provider that has expertise in more than one area can have additional benefits
- Manufacturers typically can't compete with nationwide providers when it comes to providing a superior service experience

Marco's Managed Print Services



What You Get

MORE BUYING POWER

As the largest independent provider in the US, we've formed strategic partnerships with top equipment manufacturers around the world. These long-term relationships allow us to provide unrivaled support, expert guidance, and insider pricing on top brands like these:

Equipment

- Canon
- HP
- Konica Minolta
- Kyocera
- Lexmark
- Sharp
- Zebra

Software

- EFI/Fiery
- eGoldfax
- HP Security Manager
- Papercut
- PrinterLogic
- Uniflow

BETTER SERVICE



We can service your fleet in any location throughout the country. And unlike many providers, we pay our technicians according to how well they maintain uptime, not how often you experience print emergencies.

GREATER FLEXIBILITY



Because we're equipment agnostic, we are happy to recommend the best equipment for each environment, regardless of who made it. And as a service organization, we're able to offer you the contract and the relationship that works best for you.

EASIER TICKETING



Marco's API integrates our platform with ServiceNow®. This seamless connection enables the automatic syncing of service ticket details between two systems, so users can manage tickets end-to-end.

SIMPLIFIED BILLING



Your accounts payable team is going to love this: We offer customized invoices in the format that works best for you and with the cost centers your team needs.

COMPREHENSIVE SUPPORT



With experts in IT, print security, authentication, compliance, workflow automation, follow-me printing, mobile printing, and industrial and production printing, we can resolve any print issue.

FUTURE-PROOF MANAGEMENT



We've been supporting print environments since 1973. Not only are we not going anywhere, but we've also invested in mixed reality wearables so all of our on-site techs can fix every device type and every issue, regardless of how long they've been on the job.