

The Transportation Situation

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 "Total Transit."



We're growing, which is great! But every location we add (we already have 120) has its own printing equipment, all managed by different providers. Our IT team is struggling to make this work, they're frustrated, and it's costing us a fortune. Can you help?

– Total Transit

This is a common problem for growing companies!

Switching to one managed print services (MPS) provider who can manage your entire print fleet – regardless of device brand or location – will free up a lot of time for your IT team. If that MPS provider is Marco, we can also help you gradually standardize your equipment over time so you can get the most out of your existing equipment while improving the user experience.

Total Transit got Marco's Managed Print Services, plus:

- 25% savings fleet-wide
- Automated supply ordering to save time
- Equipment lifecycle management
- A happier IT team
- Print security services at no additional charge

TAKEAWAYS

- Sometimes "IT problems" are really print problems in disguise
- A device-agnostic provider can help you simplify your print environment over time while still providing you the support you need right away
- Bigger is often better when it comes to MPS providers, especially when you have locations in more than one region

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.