



**Client Success:** With nearly 500 lawyers, plus additional support staff of the firm, the IS Manager at Mintz Levin Cohn Ferris Glovsky and Popeo PC faced many challenges ensuring that the print environment worked at optimum capacity and that all printers were strategically placed to maximize productivity. With assistance from Page After Page and their Remote Print Management System, the firm gained full visibility into all network printers, unified all printer related services under one vendor, and gained a predictable financial picture of its print environment.

Mintz Levin Cohn Ferris Glovsky and Popeo PC is a versatile law firm of nearly 500 highly qualified attorneys representing diverse international clients in many industries. With eight offices throughout the United States and London, their clients include, but are not limited to, entrepreneurs, investors, privately held businesses, and Fortune 500 companies.

## THE CHALLENGE

Maintaining a print environment that supports roughly 500 lawyers plus additional staff is no small feat. According to the firm's IS Manager, the firm dealt with many outside vendors for toner purchases, service needs, and equipment procurement. In many cases different departments within the firm secured their own printing equipment and supplies.

In addition to using multiple vendors,

there was no system in place to maximize productivity and ensure that all printers were properly utilized. The IS Manager knew that if the firm could move to a truly managed services model, it could identify and control printing costs while also improving overall efficiency throughout the firm's offices.

The IS Manager entertained several bids to handle all of the firm's printing needs and liked the business model that Page After Page offered.

## The Challenge...

- No system in place to ensure all printers were working at optimal capacity and strategically placed to maximize efficiency and productivity.
- Unable to identify, track, and control costs associated with operating printers.
- Having to engage multiple outside vendors for service and supplies was time consuming, frustrating, and costly.

He felt confident that Page After Page would be able to help him monitor and expose printing costs while streamlining the firm's service and toner replenishment delivery system. "Page After Page operates a little differently than their competitors," commented the IS Manager, "We really felt we could partner with them. They are more than just another vendor."

## THE SOLUTION

In order to gain visibility into all of the firm's printers, Page After Page installed a Remote Print Management system on the firm's network. The system gave IT the ability to monitor and report on the usage rates on all networked printers.

After analyzing the usage reports, Page After Page helped the firm to reorganize its existing fleet of printers. A portion of the fleet was redeployed to ensure that all printers



would be properly utilized and to bring functionality closer to the end users. The IS Manager was impressed that he did not need to purchase additional printers to get the productivity the firm required.

The next step involved setting the firm up on a cost-per-page plan that included all supplies, spot repairs, and routine maintenance checks for all networked printers. Prior to this plan, the firm paid a monthly fee for each printer. Due to the extensive nature of the firm's print environment, Page After Page also provided them with an in-house service technician in their Boston office, thereby, alleviating IT personnel from all printer related issues.

Implementing a quarterly review schedule with the firm to assess printer usage was the final step in Page After Page's Managed

### The Solution...

- Remote Print Management System installed to gain visibility into all network printers and allow the firm to better utilize their exiting fleet.
- Implemented a cost-per-page plan that included all service and supplies and eliminated a fee per printer.
- Quarterly reviews conducted to evaluate printer efficiency and usage levels allowing for adjustments to keep printing costs under control.

Print solution. These meetings help determine if the current cost-per-page plan and printer deployment is bringing value, efficiency, and cost savings to the firm. Page After Page is quick to make adjustments to meet the firm's ever-changing needs.



The firm's IS Manager has found the quarterly usage reports provided by Page After Page to be very insightful. In addition, he says that he appreciates the "real world information" that Page After Page brings to the table. He relies on their industry knowledge and wealth of experience when considering new equipment purchases.

### THE RESULTS

With Page After Page's Managed Print solution, the firm has been able to unify all printer related services under one vendor. The firm's IS Manager is very happy that he

### The Results...

- The consolidation of all printer related purchases to one vendor has given the firm the ability to predict monthly and annual printing expenses.
- Page After Page's consultative approach to printer fleet management has led to greater overall efficiency and cost control, while also providing better service.
- By gaining visibility into all network printers, the firm was able to better utilize its existing fleet without having to invest in additional equipment.

can finally predict his monthly printing expenses and has a system in place to constantly monitor and control these expenses. He appreciates the one, easy-to-read monthly invoice he receives that includes all service and supplies.

Partnering with Page After Page has been a pleasure according to IT personnel at the firm. It has made their jobs easier and they can rest assured knowing that the firm's print environment will always be working at optimum capacity.

For more information about Page After Page Managed Print Services, please contact:

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