



Client Success: Murtha Cullina's Director of IT was unable to rely on his current service vendor to contain printing costs while also ensuring that all of the firm's network printers were working at optimum capacity to support nearly 130 attorneys plus support staff. With help from Page After Page's Remote Print Management System, the firm was able to streamline the delivery of toners, track and control printer usages, and gain a predictable financial picture of its print infrastructure.

Murtha Cullina LLP offers a full range of legal services to businesses, government, non-profit organizations, and individual clients throughout New England. They employ 130 attorneys throughout their five offices.

THE CHALLENGE

Murtha Cullina's Director of IT, Steven Spada, was dissatisfied with his print services provider. The vendor failed in its commitment to provide exceptional customer service. They were unable to streamline the delivery system for toner replenishment and they failed to reduce the helpdesk's involvement with printer issues.

Instead, the helpdesk was spending more than ten hours per week on printer related issues. In addition, the firm's employees' workflow was interrupted when toner cartridges were not delivered and installed in a timely manner.

Furthermore, Spada was unable to predict the firm's monthly printing expenditures. Each month, the firm received multiple invoices for various printing expenses.

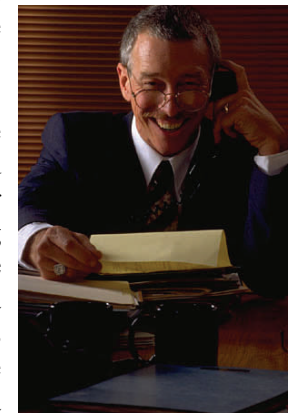
Spada had engaged Page After Page in the past for some service issues and was impressed with their professionalism. He turned to Page After

Page to explore a print management solution that would provide predictable monthly printing expenses, streamline the delivery of toners, and ensure his print environment was running at optimum capacity without involving his helpdesk staff.

THE SOLUTION

Page After Page provided Murtha Cullina with a customized Managed Print Solution that bundles all service and supplies under one, easy-to-understand, cost-per-page plan for the firm's entire printer fleet. Not only does the plan cover spot repairs, it also has provisions for routine maintenance checks.

Spada saw an immediate impact on quality and uptime after Page After Page started conducting routine maintenance checks. In fact, Spada commented that it is now rare for the helpdesk to receive a printer related call.



The Challenge...

- Existing service plan failed to deliver on its promises, resulting in Murtha Cullina's helpdesk spending over 10 hours per week on printer related issues.
- Unable to identify, track, and control costs associated with operating printers, thereby, making it difficult to budget appropriately for monthly printing expenses.
- Billing system from the current services vendor was confusing and unpredictable.

Installing a Remote Monitoring System on the firm's network was the next step Page After Page took in implementing a managed print solution. This system enables low toner levels and printer error codes to be sent electronically to Page After Page. Upon receiving these alerts, a service technician from Page After Page is dispatched to handle the issue or deliver and install new toner cartridges. Before replacing the cartridges, the technician thoroughly cleans the printer, thereby increasing the printer's life and efficiency.

The final step in Page After Page's managed print solution was setting up a quarterly review schedule with Murtha Cullina to assess printer usage. At these meetings

The Solution...

- Remote Print Management System installed to enable toner alerts and printer error codes to be sent electronically to Page After Page, thereby, taking IT personnel out of the mix.
- Implemented a cost-per-page plan that includes all service and supplies along with timely, predictable billing.
- Quarterly reviews conducted to evaluate printer efficiency and usage levels allowing for adjustments to keep printing costs under control.

Page After Page examines the usage reports with Spada to determine if the current cost-per-page plan and printer deployment is bringing value, efficiency, and cost savings to the firm. Spada noted that the reports presented by Page After Page provide very "good insight into printer utilization throughout the firm's offices." If adjustments are required, Spada noted that Page After Page is quick to take action to meet the firm's ever-changing needs.



THE RESULTS

Page After Page's Managed Print solution has allowed Murtha Cullina to unify all of its print related services under a single vendor.

The proactive approach taken by Page After Page to printer fleet management, combined with the remote monitoring system, relieved Murtha Cullina's helpdesk of virtually all printer related calls, gave the firm the ability

The Results...

- A proactive approach to printer fleet management helped to eliminate printer related calls to the helpdesk, thereby, allowing IT to focus on mission critical tasks.
- Page After Page's consultative approach has led to greater overall efficiency and increased employee productivity, while also providing better service.
- All monthly printing expenses are easily tracked, controlled, and billed on one easy-to-read monthly invoice.

to track and control all print related expenses, and streamlined the delivery of toner cartridges.

Spada now feels confident that Murtha Cullina's print environment will always be working at optimum capacity which will allow all end users to be more productive and focus solely on the business of law.

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

Page After Page
238B Cherry Street
Shrewsbury, MA 01545
Toll Free 800-441-0539
www.pageafterpage.com