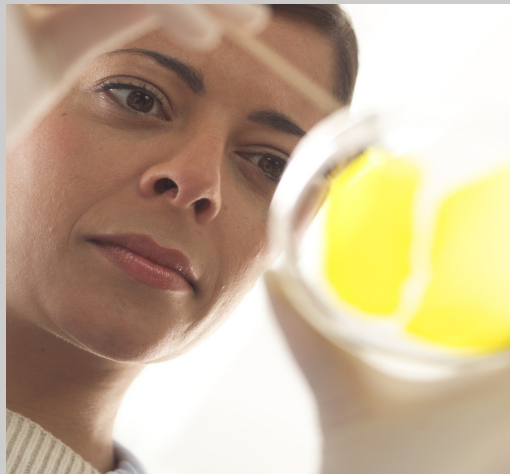


Cytec Corporation is a global, biomedical company that designs, develops, manufactures, and markets innovative diagnostic and surgical products. Their products include a range of cancer and women's health applications. Cytec's corporate headquarters are located in Marlborough, MA.

THE CHALLENGE

Rising service costs, needing to stock thousands of dollars of toner cartridges onsite, and paying a portion of their annual service contract upfront, were only some of the issues Cytec was facing when Jim Lekas, Cytec's IS Operations Analyst, pursued firm wide cost saving options which led him to a new print management service provider.

In its top to bottom current state analysis, Page After Page was shocked to find that Cytec stocked three toner cartridges for each of their 90-100 existing local printers. Lekas estimates that at any given time they had between \$10,000 - \$20,000 worth of cartridges stored in their stockroom. To compound matters, one of their office services employees was



The Challenge...

- **Reduce the amount of upfront dollars IT spends at the beginning of each year for printer repair service contracts.**
- **Eliminate thousands of dollars of toner cartridges and the expense of storing them in Cytec's stockroom.**
- **Make toner cartridge replacement workflow more efficient in order to free up employee time to be more productive.**

spending approximately 80% of his time responding to printer related issues, managing toner inventory or replacing empty cartridges, thereby diverting him from higher priority tasks.

Page After Page's Remote Print Management System, which monitors toner levels and automates low toner level alerts via email, caught Lekas' attention. He was interested in what other strategies Page After Page had to streamline Cytec's workflow, while keeping their annual service expenses down.

Printing expenses are among the largest unaudited corporate costs. When Page After Page showed Lekas and his team their strategy to deliver better quality service, monitor and expose all of their printing costs, and eliminate internal employee time spent on printer issues - all at the same cost Cytec was spending for toner on their old service contract, Lekas said "it was a no-brainer" to make Page After Page their sole service provider.



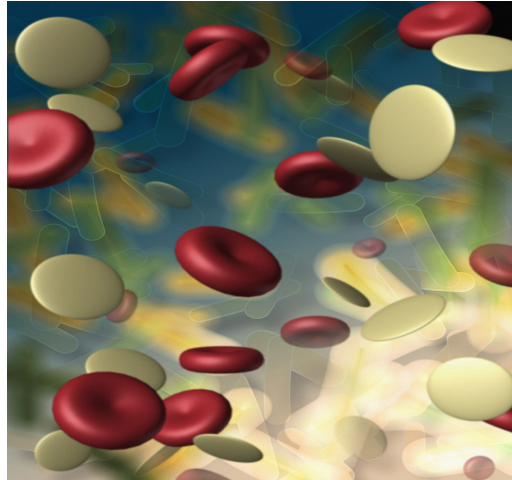
THE SOLUTION

Page After Page installed a Remote Print Management system on Cytyc's network. The system allowed Cytyc the ability to monitor and report on the usage rates on all their laser printers. What they learned was that almost 98% of their printer fleet was severely under-utilized.

Remote Print Management also allowed for toner alerts to be sent directly to Page After Page when a printer runs low on toner. Upon receiving these alerts via email, a service technician from Page After Page delivers and installs a new cartridge to the Cytyc printer

The Solution...

- **Remote Print Management System installed to enable toner alerts to be sent electronically to Page After Page freeing-up Cytyc's IT and office services resources for higher priority tasks.**
- **Page After Page service technicians deliver and install toner cartridges directly to Cytyc's printers at no extra charge.**
- **Preventative printer cleaning, which reduces downtime and controls repair costs overtime, is included with every cartridge replacement.**



and thoroughly cleans the printer, thereby increasing the printer's life and efficiency. This streamlined approach for toner delivery was immediately embraced by Cytyc's employees, saving them time and keeping them productive. Cytyc's office services and IT staffs were now no longer responsible for the mundane tasks of printer support and available to work on higher priority tasks.

Lekas says that at the start of their relationship, "Page After Page was very gracious;" they installed the cartridges from Cytyc's stockroom before selling them new cartridges. He was also impressed that Page After Page's solution did not require any upfront charges.

THE RESULTS

Lekas is impressed that Page After Page has made Cytyc's print environment more efficient and reliable while also providing a better

The Results...

- **Eliminated between \$10,000-\$20,000 of toner inventory and freed up storage space.**
- **Freed up 2.5 hours previously spent on printer related work per day for Cytyc IT staff; one office services employee relinquished from mundane printer support tasks.**
- **Gained visibility into all network printers by installing Remote Print Management.**

quality of service than they received with previous vendors—all for the same cost previously spent on toner alone. By improving printer maintenance and repairs, eliminating inventory carrying cost, freeing up IT support and taking employees out of the mix, Page After Page saved Cytyc Corporation approximately \$30,000 during the first year of their relationship.

Page After Page is currently working with Cytyc to set-up a balanced deployment strategy to further reduce costs and enhance productivity. Lekas is looking forward to a long-lasting relationship with Page After Page.

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

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