

Client Case Study

Client Profile

Client Name:

SSOE, Inc.,
Architects/Engineers

Founded:

1948

Areas of Practice:

Architecture, Engineering,
Planning

Number of Offices:

11 Domestic
2 International

Headquarters:

Toledo, OH

Number of Employees:

Over 550

Website:

www.ssoe.com

Contact

Service Point

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How SSOE, Inc. upgraded in-house print equipment while improving cost containment and expense capture.

Business Challenges

SSOE had the following concerns prior to implementing an On-Site Services program with Service Point:

- Reprographics equipment (copiers, plotters, laser printers, color laser printer/copiers, fax machines) was becoming cumbersome to manage in terms of keeping up with leases, service contracts and supplies.
- The company was experiencing low yields on reprographics expense recovery and client reimbursements.
- The existing vendor did not have the technical expertise or systems to assist in the company's future growth.

SSOE asked Service Point for recommendations for their existing reprographics situation in their Toledo, OH Headquarters that included:

Equipment	Average Monthly Volume
(13) black-and-white copier/printers	145,000 impressions/month
(34) black-and-white laser printers	125,000 impressions/month
(6) fax machines	1,000 outgoing pages/month
(4) laser plotters (one of which was a multifunction plotter/copier/scanner)	175,000 square-feet/month
(1) color inkjet plotter	3,500 square-feet/month
(3) color laser printer/copiers	10,000 impressions/month
Staffed reprographics center in the basement of their building	80+ staff hours per week

Service Point Solution

Service Point provided SSOE with the following in December 2003:

Black-and-White Copying

- Replacement of 9 of their existing copiers with new Canon imageRUNNER, 33 to 105 copy-per-minute, black-and-white digital copier/printer/scanners.
- Kept a newly leased copier in service and reimbursed SSOE for lease and service agreements.
- Strategically placed equipment to efficiently reduce the overall number of copiers from 13 to 10.

Black-and-White Laser Printing

- Replacement of 10 of their existing laser printers with new HP LaserJet 4300tn laser printers.
- Kept 12 existing printers in service.
- Strategically placed equipment to efficiently reduce the overall number of printers from 34 to 28.

Fax Machines

- Since all fax machines were relatively new and in good working order, all existing fax machines were kept in service.

Laser Plotting/Wide-format Copying

- Replaced two existing laser plotters with an Océ TDS 600 plotter and TDS 800 production plotter/copier.
- Kept two existing Océ TDS 600 plotter in service.

Color Printing/Copying

- Since all of the color machines were relatively new and in good working order, all existing color copiers and printers were kept in service.
- Service Point reimbursed SSOE for lease on one existing color copier/printer.

Equipment Service and Supplies

- Equipment maintenance service and supplies managed via Service Point's customer service center was included in the program.

Tracking and Reporting by Project

- Installed a complete tracking system to record all walk-up copier usage (small and wide-format), all network printing and plotting and provide monthly usage reports for SSOE to use in invoicing their reprographics costs back to their clients.

Staffing

- Service Point provided two, seasoned reprographics technicians to staff SSOE's reprographics center. (Cost built-in to equipment usage charges.)

Summary

- Service Point worked with, and cost-effectively addressed, the client's existing situation.
- As appropriate, Service Point installed new, upgraded equipment; reduced the numbers of copiers; took over existing leases.
- Through a total solution, Service Point provided improved management of all in-house print operations (including cost containment and capture of expenses).
- The cost of the solution is based on equipment usage; meaning program cost is variable and synchronized with firm activity and ultimately, firm revenue.

Current Development

Since Service Point implemented the original On-Site Services program with the client, it has expanded to include:

- Equipment for all 11 of the client's domestic office locations and one international office location (Puerto Rico).
- An investment of more than \$750,000 in reprographics equipment and tracking systems for SSOE.
- Working with client to support their growth and expansion into new geographic regions and markets.