



Managed Print Services Case Study

for Westbury Bank

Westbury Bank turned to James Imaging Systems to help relieve their IT Department overburden

PROFILE

Westbury Bank is a full-service neighborhood bank that offers personal attention and a full range of product and service offerings. Their approach is pretty simple: they treat their customers like their neighbor and serve them better because they're in the neighborhood. The money is earned in the community and is re-invested in the community. Their decisions are made at their branches and not by some corporate office out of the state. With more than 90 years of banking expertise, they are the right size for all their customers' banking needs. Their mission is to be the premier bank in their neighborhoods by building long-term profitable relationships.

Westbury Bank's headquarters is located in West Bend, WI. When James Imaging Systems first started to work with Westbury Bank, they stated that their main area of concern was that they needed help with managing their printer service requests. With 11 locations in Wisconsin, they struggled to keep up with all of the service requests from their branches.

ANALYSIS

To begin the process, we conducted a free, Print Cost Analysis. This involved a number of steps all centered on getting a better understanding of their current printing process. We physically visited each of their 11 locations and mapped the current individual print devices including their locations within each branch. We determined if each device was on the network or a local device, measured the print volume of each device and analyzed the actual (not just an estimate) total print cost of each individual device.

STRATEGY

After having collected all of the data, we proposed a strategy based on their current devices and print volumes. We

optimized their printer fleet which allowed for a reduction in their overall spend for document output. The strategy also included a plan for service, toner, supplies, parts, labor, preventative maintenance and ongoing maintenance kits.

47.2% Decrease in Annual Print Spend

OUTCOMES

For Westbury Bank, the savings on their spend for their printer costs was not as great, however, James Imaging Systems was able to save them significantly in their IT personnel time. We were able to bring their black and white per page print costs down by 9.5% and their color per page costs down less than 1%. However, the greater benefit for Westbury Bank came in the IT personnel man-hour savings, over \$800 per month and \$9,600 per year. Additional benefits to their program included their ability to address service issues on a much more timely basis that in turn decreased their equipment down-time and increased their employees productivity. Westbury Bank was able to realize a cost savings of over 47.2% off of their annual current document output costs including IT Support.

For more information about Managed Print Services, call James Imaging Systems today for your free, no obligation Print Cost Analysis!

