A NOVATECH CASE STUDY

FROM MANAGING PRINTERS TO MANAGING PRINT



How a mid-sized company used **Managed Print Services** to create ownership, reduce operational burden, and bring print into its broader digital transformation strategy.



The Challenge: Print Was Everywhere. Ownership Was Not.

For one mid-sized organization, print had become part of everyone's job and no one's responsibility.

IT fielded printer-related tickets. Employees monitored and ordered supplies. Service issues moved between vendors. Devices of different ages remained connected to the network without a consistent lifecycle strategy.

The company had invested in modernizing other areas of its technology environment, but print was still being managed reactively.

The issue was not simply what the organization was spending on printers. It was the time, technology, vendors, and risk required to keep the environment running.

The Discovery: A Print Assessment Revealed a Bigger Opportunity

A Managed Print Services assessment from Novatech gave the company a consolidated view of its print environment, including device inventory, usage, service requirements, supplies, equipment age, and lifecycle. These are core areas addressed through Novatech's MPS approach.

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The assessment revealed opportunities to reduce costs, but it also uncovered something more significant: print had been left outside the organization's larger digital transformation efforts.

Aging network-connected devices introduced security concerns. Routine printer tickets consumed IT resources. Supply ordering required employee attention. Multiple service relationships made accountability difficult.

"We had modernized other parts of the business, but print was still being managed the way it always had been. The assessment showed us how much time and attention that fragmented approach required. Moving to one managed program gave us clear ownership and allowed our teams to focus elsewhere."





The Transformation: One Environment. One Point of Ownership.

The company moved to Novatech Managed Print Services, shifting responsibility for day-to-day print management away from its internal teams.

Novatech took ownership of print-related IT ticket management, supply fulfillment, service coordination, and ongoing fleet oversight. Aging equipment could be addressed through a defined lifecycle strategy rather than waiting for devices to fail.

The change brought print into the same conversation as the rest of the company's technology: visibility, security, lifecycle management, accountability, and continuous improvement.

The Impact: Less to Manage. More Visibility.

The company reduced print-related costs while changing how internal resources interacted with print.

IT had fewer printer issues competing for attention. Employees no longer had to manage routine supply and service needs. Leadership gained greater visibility into the fleet. Aging technology could be addressed proactively. And one provider became accountable for the environment.

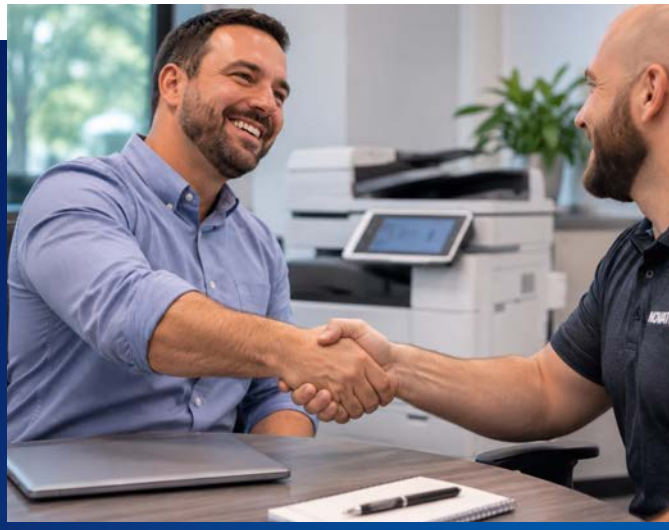
The transformation was not about printing less.

It was about managing print better and giving ownership to a partner whose job was to manage it.



Who Owns Your Print Environment?

If the answer involves IT, purchasing, office managers, multiple vendors, or a combination of all four, your print environment may be consuming more internal resources than you realize.



Start with a Managed Print Services assessment and see what changes when one partner owns print.

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