



Case Study

• MANAGED PRINT SERVICES

HIGHLIGHTS

COMPANY/ORGANIZATION

Propex Operating Company, LLC
Chattanooga, TN

INDUSTRY

Manufacturing

KEY BUSINESS ISSUES

- Slow, antiquated and expensive copiers
- Unsecure printing environment
- Uncontrolled printer volumes and spending

KEY SOLUTIONS

- Consolidated output fleet
- Integrated with fax server
- Security card authentication
- Follow me printing
- Track and measure output

THE SOLUTION AND RESULTS

PROPEX OPERATING COMPANY, LLC

We asked RJ Young to look at a solution for us to help streamline our cost and help us identify what we are spending on our printing. RJ Young came to us with a cost effective solution that integrated into our current system and helped streamline our business processes. They also made it easy on the end user and made sure it fit our budget.

ABOUT PROPEX

Propex Operating Company, LLC, headquartered in Chattanooga, Tennessee is the global leader in earth stabilization solutions. They are manufacturers of woven and non-woven geo-textile fabrics, synthetic turf, and packaging fabrics to fiber reinforced concrete and building materials. They have six other locations throughout Tennessee and Georgia and more in international locations.

OVERVIEW

Through recent acquisition Propex inherited several different devices, service programs etc. and had difficulty integrating billing on their output fleet, which consumed of multiple copiers, printers, fax machines and multiple service plans. They were looking to consolidate their output fleet into multifunction devices, which would allow them to reduce cost, streamline user training, as well as track and manage devices and the billing. Propex attended an RJ Young lunch & learn and found RJ Young to be a great partner for what they were trying to accomplish.

THE PROBLEM

The overall problem with Propex is that they didn't have complete control over their print environment. The IT department was being charged for the entire companies document output, all of the prints and faxes. They

didn't know their printer and fax volumes or how much they were spending. They needed a way to provide a secure print environment along with a way to reduce people printing and leaving documents on printers. The copiers they did have were slow, antiquated and expensive. They were spending a lot of money on separate analog phone lines for fax machines, which were also taking up valuable office space.

THE CHALLENGE

Propex first needed the ability to track and measure prints and copies so they could have accountability to bill back to each cost center. They wanted the ability to scan to email and integrate into the email system. They had invested in a fax server and were struggling to get the end users to utilize it, in order to solve this they needed a way to integrate with their existing fax server. They needed the system to have minimal maintenance and of course show cost savings.

The user experience was also very important to Propex. They wanted something that would be simple to train employees on and easy for them to use. They needed the authentication process to be efficient and quick and they wanted to standardize user experience - everything had to be exactly the same at each device and at each location. They also wanted to be able to have mobility with tracking as users moved into



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new roles and or changed cost centers.

THE SOLUTION

RJ Young and Propex worked together to find the best solution which included several different items. First they consolidated their output fleet and upgraded their machines to incorporate scanning, copying, faxing and printing all in one device. With the integration to their fax server, Propex was able to eliminate all analog fax lines with the exception of one at each location for redundancy. If the network went down, they would still be able to fax through the analog line with the new devices and continue their business process. This eliminated the need for multiple analog phone lines and stand alone fax machines.

Each employee at Propex was already using proximity cards for secure access to their buildings, so RJ Young recommended using those cards along with the Uniflow solution for authentication and the use of “follow me printing” capability. Each person sends to print from their computer, walks up to any

only see their print queue. The solution also helped with every aspect of tracking and managing prints.

THE RESULTS

Propex had instant cost savings by consolidating their print fleet. Now they had one device, in one space with one toner all on one bill. They eliminated the phone lines and their phone bill along with gaining valuable office space. They installed “follow me printing” which allows them to track prints per person and cost centers. This also reduces waste by eliminating forgotten print jobs and increased document security.

The solution includes reporting for the IT department to monitor prints and manage their cost. They saw immediate cost saving and are able to track volumes and supplies for future cost savings.

At RJ Young we say what can be measured, can be managed and what can be managed can be improved.



device, swipes their card and prints. This solved their problem for making it easy and quick for the user. It also created a secure environment; when the user logs in, they



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