Our analysis showed us they didn't have the appropriate equipment to handle their volume and they didn't have a backup plan.

The Challenge

An architectural client was growing quickly and didn't have time to figure out what copying and printing equipment they needed in their office. They had a number of different copier contracts that all ended at different times because when a machine broke, they just called an equipment company and bought something new without shopping around. When one of their machines broke for a second time, they began outsourcing projects to Avalon on a regular basis. We approached them regarding the spike in volume and they explained that their equipment was dying, they were growing fast, and their operations manager was out on medical leave.

The Strategy

We proposed an analysis of their equipment and activity to see how we could help. We identified the following machines:

- Three black and white copiers
- Two color copiers
- Two black and white wide-format printers
- One color wide-format printer

To track the copies/prints, staff recorded the client project number and number of copies in a notebook next to the copiers.

Our analysis showed that they didn't have the appropriate equipment to handle their volume, they didn't have a backup plan for the staff performing the work, and the copies/prints were rarely logged. Also, they only had two black and white oversize machines so if one broke down, they could use the other so there was no downtime. They were spending about $8,750 per month on labor, equipment, and supplies.

We proposed and ultimately delivered a program that staffed their site, provided backup personnel, and replaced their equipment with the following:

- Two black and white copiers
- One color copier
- One black and white wide-format printer
- One color wide-format printer

Each new machine was more efficient than its predecessor and better equipped to handle the firm's volume. Also, anytime equipment was down for repair, we were able to handle all projects at our overflow facility so they didn't miss a beat.

In addition, we used our buying power to get them reduced prices on supplies; installed a cost recovery system to automatically capture the volumes by project, allowing them to properly recover the project level expenses associated with document reproduction; provided backup invoices monthly by project, consolidated with work done on site and at our facility and at a single uniform recoverable expense; and added a black and white machine after nine months to accommodate their growing needs.

Anytime equipment was down for repair, we were able to handle all projects at our overflow facility so they didn't miss a beat.

The Results

The firm gained more efficient equipment, depth of staff, lower supply costs, and a number of efficiencies that helped them focus on managing their growth. Cost recovery reduced their monthly expense from $8,756 per month to $2,146 per month.

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