

CASE STUDY: Manufacturing

Print Management: Business Process Outsourcing

Print Management BPO Increases Efficiencies and Provides Year-Over-Year Savings

Challenge

Managing multiple vendors, contracts, and service level agreements is a challenge. And if your company maintains an in-house printing shop or mail room, you also have the time and expense of equipment, IT resources, and supplies. A major US manufacturer was looking for a print management partner who could support their document program, both onsite at their facility or from offsite facilities located around the globe. Specifically, they were looking for a single contact point, the ability to free staff to focus on core competencies, and reduction in overall costs.

Solution

CCI successfully manages document programs for companies, both onsite at client facilities or from one of our facilities located around the globe. Our Print Management Services include:

- Onsite, Offsite, or Hybrid approach to Print & Fulfillment Management
- Onsite Equipment Management
- Call Center and Lead Management
- Central Copy Center Management
- Mail Room Management
- Receptionist Functions

CCI implemented an onsite program for this manufacturer and employs nearly 60 people to support print services, fulfillment & distribution, lead management, and call center activity. All account activity is supported by a customized online fulfillment management tool.

Results

Since 2003, CCI has provided flexible pricing structures, no volume commitments, and over \$3.5 million in cost savings!

Performance Counts! We guarantee:

- 10-20% year-over-year spend reduction in both direct material costs and productivity
- Machine uptime
- On-time delivery of service and product
- Product and service quality

Challenge:

Identify a print management partner capable of providing both onsite and offsite print management services at a competitive rate.

Solution:

CCI implemented an onsite print management program employing nearly 60 people to support print, fulfillment & distribution, lead management, and call center activity.

Results:

Increased ROI through:

- Year-over-year cost savings
- Machine uptime
- Quick turns on product
- Freed staff to focus on core competencies

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