

elpee | *Managed
Print Solutions*

CLIENT SUCCESS STORY

Industry Vertical

CORPORATE SERVICES

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THE CLIENT

Pricewaterhouse Coopers is a global consultancy major. Its Audit Advisory practice is particularly popular in India and has recently been awarded as “India Tax Firm of the Year 2010”.

PwC's Internal Audit Services (IAS) employs highly skilled professionals, who help solve common client problems with the right solutions,

contemporary processes/ methodologies and superior tools/technologies.

THE CHALLENGE

The Print infrastructure at Pricewaterhouse Coopers had aged rapidly, leading to increased maintenance time and breakdown issues. A new infrastructure was required but would lead to a huge capital expenditure cost.

THE SOLUTION

Any taxation and audit firm is like an information factory, and while much of this information is perused on-screen, there is still a significant amount of printing needed. Pricewaterhouse Coopers, hence had a huge volume, and a high quality output expectation from its fleet of printers.

Hewlett Packard and Elpee MPS had partnered to provide a solution to Pricewaterhouse Coopers, so Elpee's Print System Plan recommended the most robust and capable HP Printers like HP LaserJet 4345 mfp, HP LaserJet 5035 mfp and HP LaserJet P3015. The Pay Per Print outsourced model was ideal for PwC, and was also aligned with Elpee's 'Managed Printing Solution' service model.

The sheer size of the Print System deployed, and the volume of printing meant that Elpee had to station an Onsite Engineer on the PwC premises. By continually monitoring the Print Fleet, the engineer also ensures that there was a round the clock availability of consumables - since parts of the client's business were aligned to world time zones.

It took Elpee just 20 days, from the time that it was called in, to the Print Fleet going live!

THE RESULT

- Improved staff productivity
Since printing is better, faster and more reliable, employees no longer have to stand over printers while getting documents printed.
- Dramatically reduced stress for the IT Helpdesk, due to

Elpee's Onsite Engineer and a brand new Print Fleet

- Modern functionalities like Scan-to-mail and Duplex printing, provide assistance for support processes.



CLIENT TESTIMONIAL

“PwC have already achieved an initial savings of 35 % related to direct hardware and consumable cost with Elpee Managed Print Solution Services”

VARSHA KULKARNI
- Deputy Manager,
Global Technology Solution,
Pricewaterhouse Coopers