

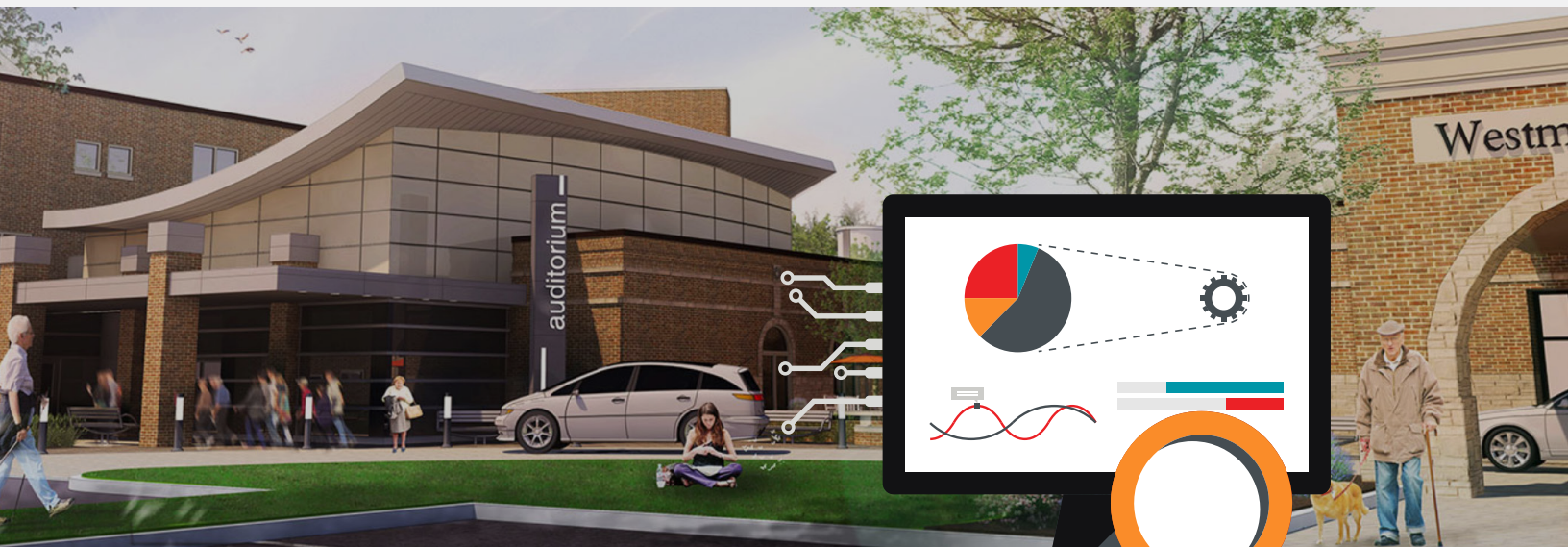


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# CASE STUDY

## Westminster Village

*"LEAP Managed I.T. is absolutely impressive and wonderful.  
We are so appreciative of all they do for our organization."*

- Holly Nelson, Executive Secretary.

# REDUCING OPERATING COSTS AND MINIMIZING DOWNTIME WITH PRINT SOLUTIONS.

## CHALLENGE

Westminster Village is a not-for-profit Life Plan Community serving senior adults in East Central Indiana. Established in 1974, Westminster Village is located on 65 beautifully landscaped rural acres just outside of Muncie, Indiana. With nearly 500 staff and residents, Westminster Village hosts numerous events and activities along with taking care of the daily needs of their residents. They have an in-house salon, bank, convenience store, workout center, and recently opened a coffee shop.

Westminster Village was having issues with their current managed print provider. Their machines were breaking down often and the replacement parts that were needed to fix the equipment failures were taking weeks to receive. This was causing major interruptions and downtime, along with hundreds of dollars being spent with outside printing shops on a reoccurring basis.

## SOLUTION

LEAP Managed I.T. performed a detailed assessment, developed an installation plan, and then reviewed this plan with the Westminster Village management team. Westminster Village wanted to make sure that the installation of any new equipment in their facility wouldn't cause any delays or downtime for their team. They also needed to be sure that all users could scan documents to their network drives. LEAP worked with Westminster Village and found that first, the solution was to put the proper equipment in the correct work groups.

## RESULTS

With the proper planning and support from Westminster Village, LEAP Managed I.T. was able to install new equipment with minimal down time. Additionally, LEAP was able to train the new users on the equipment to make sure they could use the devices properly and without hesitation. Other results included:

- » **Cost Reductions by Eliminating Outside Printing Vendors.** Westminster Village is a huge facility that prints everything from menus, newsletters to calendars on a daily basis. Simply put, if the equipment fails, they would have to spend hundreds of dollars each month getting those items printed with outside print shops. With LEAP Managed I.T.'s solutions, Westminster Village is now able to have a predictable printing budget that also saves their staff time and energy.
- » **Reassurance with Improved Customer Service.** Communication in a timely manner was extremely important to Westminster Village. When technical support is needed, they are able to call LEAP's support team 24/7/365. And if a printer is out of service, LEAP Managed I.T. goes the extra mile by ensuring that a temporary replacement printer is sent to their organization while the other undergoes maintenance.
- » **Total Visibility on Printing with ID Management.** With Canon's Department ID Management, Westminster Village is able to register ID's and passwords to each user and/or department. This allows for close tracking of copies, scans and print totals, bringing total visibility on print usage and gives the organization the ability to monitor / control printing budgets more closely.
- » **Better Document Security.** Businesses of all sizes have different security requirements. With LEAP's Managed Print Solutions, Westminster Village can determine what levels of print security their organization needs, from password protected printing, all the way up to advanced encryption.

