

Fortune 50 Retailer

PROJECT GOALS

- ▶ Cost savings
- ▶ Simplify print infrastructure, reduce makes/models – implement robust technology
- ▶ Eliminate manual processes and delays for business critical information
- ▶ Enhance visibility and security within the environment

SERVICES/SOLUTIONS IMPLEMENTED

- ▶ Managed Print Services - Proactive Consumables Management, Predictive Service, Help Desk Integration, Onsite Ops Manager, Governance
- ▶ Majority of fleet under Next Business Day response warranty; retail devices supported by Lexmark 7-days/week
 - Have missed SLA one-time in eight years
- ▶ Print Release and Document Accounting (corporate locations)
- ▶ Custom scanning solutions for HR and DC workflow (stores)
- ▶ Kiosk Printing Solution (stores)
 - Custom solution to provide enhanced guest experience
- ▶ Lexmark Publishing Platform for Retail Signage (25 year partnership)

RESULTS

- ▶ HQ print volume reduction from 7M pages/month to 1.4M in the past 6 years
- ▶ HQ device consolidation 1,700 devices to 700
- ▶ 30% reduction in service call volume
- ▶ Ability to extend product life to 7+ years with strict MPS policies
- ▶ Reduced headcount by 20 FTE and streamlined processing of receipts from days to hours
- ▶ Simplified HR on-boarding I9 and training documentation
- ▶ Increased security
- ▶ Faster access to business critical information – enhanced visibility to fleet

Revenue:
\$74 billion

Locations:
5 offices, 39 DCs, 1800+ stores

Employees:
345,000

Lexmark devices:
18,000+ mono/color single + multifunction

Lexmark Partnership:
18+ years

Managed Print Services, Print Release,
Predictive Service, Help Desk Integration,
Custom Scanning Solutions,
Lexmark Publishing Platform for Retail