



## HOW IMPLEMENTING PRINT TRACKING SOFTWARE TURNED A COST INTO A REVENUE SOURCE

### CASE STUDY

#### OVERVIEW

Our client did not have adequate software in place that would allow them to accurately track their printing expenditure. They went to the market to research the availability of solutions but were not satisfied by the quotations provided for potential solutions from partners and manufacturers. This was until they found Print Limit, and trusted ServiceScaler to deploy the software for them. This was the catalyst for this firm becoming a ServiceScaler Managed IT client.

#### BENEFITS

ServiceScaler deployed the Print Limit software so that our client has complete visibility across all their team and devices printing provisions. This data has allowed them to start charging their clients for printing in the granular detail that is required to meet cost disclosure requirements. Despite our technology consultants not having used the program before, because ServiceScaler specialises in the legal sector, we understood the exact objectives of the project and could deploy it specifically to meet them.

#### PROBLEM

Our client wasn't able to claim disbursement costs for printing from their clients because they didn't have accurate figures to demonstrate these. They discovered Print Limit, software that would allow them to track and manage all printing from a single device. The process of implementing this software exceeded their internal capabilities and they required a specialist technology services provider to assist them with the implementation process.

#### SOLUTION

Our client now has a cost recovery solution in place that gives them complete visibility over ongoing costs directly related to each individual matter, as per the legal profession of uniform law. This allows them to demonstrate to each client exactly where costs have been allocated.

#### RESULTS

- Our client now has a trusted IT provider who can support them with additional technology-related matters,
- Now have transparency over all of their printing data which allows them to manage their print usage and disburse printing costs to clients.