FollowMe®

Case Study

A Global Telecommunication Provider

This world leading communication and media company provides advanced fiber optic and wireless connectivity solutions to over 5 million consumer and business clients. Headquartered in North America, the organization has over 10,000 employees based across 300 office sites.

The challenge

The current organization is the result of a merger of two companies. In many areas, including the print environment, this has led to multiple processes and policies being in place. The current print fleet has evolved from a fragmented approach and lacked a strategy for effective planning. This has created inefficiency for the IT support organization and inconsistencies in the user experience and data security.

With different sites operating a range of printer technologies from multiple vendors, there was a lack of a centralized print management system. The IT department had virtually no control over printing activities.

The solution

Following an extensive evaluation, Ringdale's FollowMe® for enterprise solution was selected by the IT department. The deployment of FollowMe, provided the IT department with a scalable centralized print management platform and the ability to proactively managing their print fleet.

FollowMe has provided the organization with a consistent and easy to use print experience enterprise-wide, and secured all network printing. In addition, frequent repetitive support tasks are automated giving time back to the IT department.

"Big game changer for our employees to easily print anywhere they need to work in a consistent way"

IT Director, Client Operations

Key benefits

- **Reduces IT interventions with automation**
- **Intuitive web-based administration provides centralized control**
- **Creates a consistent and easy to use print experience for users**
- **Eliminates print waste and lowered their costs by 30%**
- **Improved productivity of an increasingly mobile workforce.**

The outcome

The implementation of FollowMe had a dramatic impact on the IT department and end users. IT enabled the rapid roll out of a consistent and secure printing process across the enterprise print environment. Managed by the new centralized IT facility, all network printing has now been secured with government-grade encryption of documents in transit and at rest on the network. In addition, documents are only printed after users authenticate via their ID badge at the printer.

As staff moves between office sites, they now have the ability to print seamlessly at any authorized device to support flexible working practices. Mobile printing has been deployed and staff print frequently while working at different locations.

Following FollowMe's implementation, print activity can be tracked and audited by individual departments , allowing them to monitor and manage their print usage. Overall, the organization has seen a significant drop in print waste and print costs have declined by 30%.

RINGDALE®

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