

Datapac optimizes customer growth with innovative technology

Over 7000 printing devices from a growing customer base have been merged into the new Cloud platform.

After joining the JetAdvice Manager community in 2014, Datapac successfully implemented and transitioned to the JetAdvice Manager Cloud platform, replacing other tools that were not meeting metric goals.

The back office staff got the full insight and training from the JetAdvice team. They now have the expert knowledge to manage and bill customer accounts confidently.

Being a part of a highly competent network of partners around the world has been a huge win.

The road to JetAdvice Manager

Datapac provides only HP Management Print Solutions to its customers, combined with the JetAdvice Manager solution from EuroForm.

Prior to partnering with EuroForm, Datapac used a number of different solutions to monitor its managed printer fleet. These solutions required manual intervention and time consuming processes that often provided inconsistent data to customers.

None of the previous solutions offered customers the ease of access to view their fleet, or provided Datapac with the flexibility and reliability that comes with the JetAdvice Manager.

JetAdvice Manager offers Datapac a unique combination of resources, knowledge and support. It helps EuroForm's Irish partner / It helps Datapac to deliver a professional monitoring tool to its customers, combined with customized device information and reports.

Great advantages with JetAdvice Manager

The quality of data is key when providing a Managed Print Solution at a customer site:

"When managing the performance of a printer fleet, the main challenge used to be that we didn't know what daily volumes were printed per device, what coverage rate was printed per cartridge and how many pages were wasted due to toners being removed from devices too early. On top of that, we had inconsistent page count periods for invoicing," explains Aisling O'Farrell from Datapac.

"Today, the visibility that JetAdvice Manager provides, deliver accurate data direct from the device's memory. We have an improved control of our printer fleet, increased device uptime, best positioning of devices onsite, and we can use JetAdvice Manager as an assessment tool in a pre-sales analysis," Aisling adds.

The benefit of having visibility across the entire fleet – in one JetAdvice solution – has had a huge impact at Datapac:

Internally, JetAdvice Manager has been an advantage from an operational and technical perspective. It has helped streamlining resources and improving productivity and efficiency within the teams.

The support element of JetAdvice Manager is a key player in the tool's performance with a very responsive turnaround time for queries.

This in turn has provided Datapac's customers with

- an even shorter response time
- improved support
- consistent supply of consumables
- a more accurate usage
- better printing trend reports



Datapac – a market leader

Datapac works closely with leading global technology companies such as HP, IBM, Microsoft, Citrix, Nuance, EMC and EuroForm.

Customers benefit from Datapac's deep knowledge and experience that enables the EuroForm partner to manage evolving technology needs independently and effectively.

Datapac

Datapac has vast experience and knowledge of the Managed Print market in Ireland, with clients covering a broad range of business sectors:

From pharmaceutical, medical and health to financial, insurance, food and drink as well as governmental bodies, educational and public sectors.

Datapac's Managed Services, Managed Print Services and Support Centre provide customers with valuable guidance and 24/7 proactive support.

JetAdvice

JetAdvice Manager is the most comprehensive cloud-based MPS solution, providing seamless printer fleet management automation, integration and reliable device management.

It is the ideal tool to keep operational costs low and minimize environmental impact. The solution is built on EuroForm's vast experience and incorporates the newest technologies from Microsoft.

JetAdvice Manager provides the freedom to access collected data, manage Reports and Alerts remotely from any client's printer fleet, anywhere in the world, securely.



JetAdvice Manager also has a proven Hybrid Model, allowing clients to have data stored in their own local designated server(s) due to stringent IT infrastructure policies.

EuroForm

Since 1993 EuroForm has proudly and successfully developed innovative solutions and were amongst the very first printer software developers to offer such solutions in the cloud.

Today EuroForm remains committed to adding true value to customers through their market leading MPS solution JetAdvice, which optimizes and enhances the use of printing and document environments.

Kim Niebling, founder and CEO of EuroForm, has dedicated his working career to developing and creating solutions for printing and multifunction devices – it has been and still remains at the heart of everything EuroForm has done over the past 22 years.

Additional information

If this Case Study inspired thoughts of optimizing your printer fleet management - Learn more about what JetAdvice Manager can do for your business.

Contact us today! - Either by e-mail, phone or on our website.

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