



## Challenge

Goodwill Industries is an international non-profit organization working to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating opportunity barriers, and helping people in need reach their full potential through learning and the power of work. In Colorado, Goodwill Industries is headquartered in Denver and operates over 30 stores and three employment centers across the Front Range.

Goodwill Industries came to Frontier Business Products looking to examine their organization's printing/output costs. They had multiple vendors for multi-functional devices, and an ever-growing quantity of personal printers with increasing output costs. Although they were attempting to allocate output costs to the respective departments, manual meter collections

coupled with a manual billing process provided for a cumbersome and inefficient process. Additionally, Goodwill was launching an environmental sustainability initiative and sought ways to "go green."

### Their goals were:

- Attain better control and information concerning output costs
- Reduce output costs while also capturing more information for direct chargeback to respective departments
- Greater energy efficiency with newer technology, processes and devices



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# Success Story of Goodwill Industries Denver



## Action

Frontier assisted Goodwill by replacing older, less efficient systems with newer technology and more energy efficient systems. New MFDs were strategically in workgroups to help migrate prints from older, less efficient and higher cost printers. This alone resulted in significant cost savings throughout the organization. In addition, PaperCut software was deployed throughout their Denver headquarters to provide Goodwill with valuable information concerning their print usage. They now have visibility into their volumes on all devices including differentiation between

color and black and white. To help educate the users, we've deployed pop-ups when printing announcing the cost of each type of print (color or black/white) to the device they've selected with suggestions on other devices that could reduce their costs. Since PaperCut captures all prints, Goodwill is now recognizing all output costs and they now have the ability to properly chargeback the correct cost center.

## Result

Frontier Business Products provided Goodwill Industries with a custom, strategic solution that delivered the following benefits:

- Reduction in overall print volume by 22% and color volume by 31% with Rules Based Printing Software
- 100% Energy Star certified fleet of print devices

- Enjoy easily accessed and understood reports and information
- Awareness throughout the organization of print volume and associated costs
- Enjoy simplified vendor management with detailed and yet simple billing by one vendor



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