

US Home Improvement Retailer

CHALLENGES

- ▶ Switch to printers suited to the harsh retail environment
- ▶ Gain visibility and improve management of the fleet
- ▶ Improve device uptime and user satisfaction
- ▶ Expand copy-only devices to fulfill multiple purposes

SERVICES / SOLUTIONS IMPLEMENTED

- ▶ Assessed stores to recommend which devices to use
- ▶ Installed 6,000 multifunction printers for copying, faxing, and printing
- ▶ Designed customized solution that does not allow scanning per store policies
- ▶ Installed 19,000 single-function devices for reports, design proposals, and agreements

RESULTS

- ▶ Drastically reduced failure rates
- ▶ Decreased service calls, increased uptime and satisfaction
- ▶ Improved ability to manage the fleet
- ▶ Gained visibility and insights on printer costs, volumes, service calls
- ▶ Significantly improved TCO

WHY LEXMARK

- ▶ The best-performing devices in a hazardous environment based on third-party testing
- ▶ Willingness to partner and design customized solutions
- ▶ Excellent retail industry reputation



Revenue:
\$100.9 billion

Locations:
2282

Employees:
400,000+

Lexmark devices:
30,000+

Lexmark Partnership:

MPS, Retail Rugged Printer