



# Solutions at Work

Case Study:

Hahn Appliance Warehouse

# Hahn Appliance Warehouse

Hahn Appliance established itself in 1964 as a family owned Appliances and Electronics store located in Tulsa, Oklahoma. They sell and service anything from kitchen appliances and washing machines to television and dishwashers, all under one roof and at rock-bottom prices.

## ■ The Challenge

Hahn Appliance Warehouse was faced with the issue of an outdated black and white copier that had a high cost associated with maintaining it. They used this black and white machine to print everyday documents and had an expensive Hp color laser printer in place for all of their color output. They used a mixed fleet of printers and faxes, approximately 19 devices, with no control over supplies or repair/replacement of down devices. Their current state was costing them a great deal of money to not only maintain, but they also had no one in charge of managing any of their printing costs.

## ■ The Solution

To ensure that Hahn Appliance Warehouse received the best solution possible, JD Young went in and performed a current-state analysis which revealed two scenarios: 1) There were multiple outdated machines that needed to be eliminated from the fleet to reduce costs 2) Many of the machines Hahn Appliance utilized were smaller devices designed to handle much smaller print jobs which increased the overall cost of printing with such a large print volume. To alleviate these problems the machines needed to be upgraded to a larger device designed handle the volume of printing Hahn Appliance was averaging. Upon completion of JD Young's current-state analysis they were able to reduce Hahn Appliance's fleet of machines from 19 down to 12 while replacing their current Hp color device and black and white machine with a Toshiba e-Studio 3530c, equipped to handle larger volumes at a much lower cost.

To save Hahn Appliance Warehouse even more money, the Smart Print solution was proposed and installed. Smart Print, powered by JD Young, is a remote management software that sends triggers when a machine becomes low on toner. With this new monitoring system, Hahn Appliance Warehouse is able to organize their workflow processes, free-up valuable time and focus on their core business.

## ■ The Benefit

Upon completion of the JD Young analysis Hahn Appliance Warehouse was equipped with new systems and a software package that puts the management of these systems in the hands of JD Young. All too often a machine is placed in one location at a company and left. There is no tracking of printing trends therefore, if these trends change and begin printing at a higher volume the cost associated with printing these documents increases. However, because Hahn Appliance installed the Smart Print solution, JD Young is now able to

remotely monitor these devices, in turn, gaining access to printing trends and volumes. If a specific machine begins printing at higher volumes JD Young will remotely recognize this and know to contact Hahn Appliance to address the issue. At that time Hahn Appliance may either choose to keep the machine in its current location or have JD Young advise where the machine should be relocated to become more cost efficient.

Overall, the Smart Print solution and the new installed machines has saved Hahn Appliance around 30% a month compared to what they were previously spending on printing expenses. They now have only one point of contact when they need a machine serviced or have a question about something on their account: a drastic change from the numerous people they had to contact previously. Too add to their solution, each month Hahn Appliance receives one invoice for all their printing needs: everything bundled into one invoice to make life easier for their accounting department. The employees at Hahn Appliance Warehouse are thrilled with their new equipment and the install of the Smart Print software. Overall, business runs smoother and they were able to save money with their tailored document solution.

We may not have the answer to all your problems, but we can solve your document needs.

JD Young. The document solutions people.