



CASE STUDY



WEST DES MOINES COMMUNITY SCHOOLS

West Des Moines Community Schools (WDMCS) is a public school district that operates 14 schools and 2 administrative buildings. The district serves 55,000 residents, around 9,000 students, and is the 9th-largest district in the state of Iowa.

THE CHALLENGES

According to Brian Abeling, Director of Technology for WDMCS, the district used Xerox for their document needs for years before LRI responded to a RFP in spring 2010. Staff members were unable to send documents from personal computers to copiers and printers, making printing inconvenient. Teachers couldn't print confidential documents, such as report cards, without risking others seeing these documents sitting on the copier before the teacher could pick them up. For WDMCS, printing became expensive because the district lacked the ability to monitor usage and costs down to the individual staff member. Departments within each school were shopping for different deals with different vendors and it was difficult to coordinate their efforts efficiently.

THE SOLUTIONS

By teaming up with LRI in the summer of 2010, WDMCS was able to solve their major issues quickly. LRI worked with Equitrac, a print management software, to build a custom solution for the district's confidentiality issue. LRI outfitted each copier with secure card access, using the ID cards that all staff were required to wear by WDMCS. By swiping a card, staff members can now access any copier in the district and print their secure document, which waits specifically for them in a secure server. The ID card is also tied to an individual printing account, so each staff member now knows their budget, how much each potential print will cost, and what their balance is so everyone can help the district save money. "It turned our teachers into smart consumers," says Abeling.

LRI also helped WDMCS manage its large fleet of desktop printers. LRI now remotely monitors every desktop printer in the district 24/7 and automatically ships toner at a cheaper price than the individual departments were previously paying. LRI also sends WDMCS a quarterly report to every building and how their printing costs compare to the other buildings within the district, which machines are most heavily used, and how to be more efficient with their usage.

THE RESULTS

In under two years, WDMCS solved their biggest problems with help from LRI. Costs have dropped dramatically now that every staff member has an individual printing account that they are responsible for. Teachers can now print secure documents from anywhere in the district and without confidentiality concerns. The district no longer worries about desktop printers and their supplies, as LRI now monitors both and sends detailed reports on every machine every quarter, advising the district on how to save even more money. "Without their assistance and service on reports and these things, we would not know where to keep shifting resources and where our need is," says Abeling.

"It's a huge time-saver on top of the dollars saved on toner. We have just one person in accounting to work with, compared to 25 different people dealing with 25 different vendors. Accounting loves it."

- Brian Abeling on LRI's Managed Print Services program at WDMCS.



"We had questions about companies that might not be around very long, but LRI has been around forever and has a huge client base. Everyone we talked to was huge on their customer service...Some dealers just sell one manufacturer and that's it. LRI has a bunch of different options and isn't afraid to show different solutions and support different solutions."

**Brian Abeling
Director of Technology
WDMCS**