

# How **ClearView multifunction devices** helped a national non-profit **reduce annual printing costs by 32%**

As a national non-profit with 160 programs serving more than 100,000 children, Eckerd Connects relies on time- and cost-efficient operations. Its employees tend to wear many different hats, and any daily process that can be automated or optimized allows employees can spend more time supporting the organization's mission.

With behavioral health, workforce development, juvenile justice, and child welfare services across 20 states, Eckerd Connects has significant printing needs. The company needed to optimize its printing operations and selected ClearView to help reduce costs by streamlining copying, printing, and scanning.



## ECKERD COMPANY OVERVIEW

- **Founded 1968**
- **Located in Clearwater, FL**
- **Behavioral health, workforce development, juvenile justice, and child welfare services**
- **\$250 million annual revenue**
- **1,100 employees**

## CHALLENGES

### Too Much Costly Printing, Far Too Little Time

As Eckerd Connects continues to expand operations to reach more and more families with its award-winning services, it's crucial that the organization prepare its business functions for scale. Without the right solutions in place, certain operations can quickly become cost drivers that inhibit growth and efficiency.

- Wants Lower Printing Costs**
- No Downtime**
- Better Customer Service**

In the past, printing, copying, and scanning—services Eckerd Connects relies on to sustain daily operations around the country—were done using a dated suite of printing tools. Across the board, employees regularly noted the high cost, repeated downtime, and inadequate customer service, prompting Eckerd Connects to seek a new vendor—ClearView—some three years ago.

## SOLUTION

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### A New Printing Vendor Delivers Immediate Cost Reduction

With the help the ClearView team, Eckerd Connects was able to move through the buying and equipment replacement process with minimal friction. Eckerd Connects now uses ClearView multifunction devices across the country to support its basic copying, printing and scanning functions.

These devices have quickly met the Eckerd team's high expectations for cost-efficiency, reliability, and modern functionality: since switching to ClearView three years ago, annual printing costs are down 32%. Service downtime, an issue that in the past cost the company time and stalled important projects, has been significantly reduced.

Perhaps just as important as cost savings is the prompt and attentive customer service that Eckerd Connects now receives as a ClearView customer. Maintenance, software upgrades, and device replacement are all handled quickly and efficiently. The organization's employees note the difference in support quality since moving to ClearView, beneficial to not only Eckerd Connects employees, but all the clients they can now give more of their time to.

- ✓ Reduced annual printing costs by 32%
- ✓ Simplified billing process
- ✓ Prompt, reliable customer support

*During a recent renewal period, Eckerd hired an independent Boston consultant to analyze printing operations and make a recommendation on potential new. After thorough analysis, ClearView emerged ahead of two leading providers for its superior service, support, and printing capabilities.*

## ABOUT CLEARVIEW

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ClearView Business Solutions specializes in document-based technology solutions. Companies from around the country turn to ClearView to improve document workflow, document compliance, and copier/printer budgeting needs through creative solutions. Learn more about ClearView.

***"Clearview takes a lot of the day-to-day workload off of me to allow me to focus on other areas."***

***Keith Gauthier***

***Director of Risk Management & Privacy,  
Eckerd Connects***