

With ISS Solutions Handling Printing Technology Issues, Woods Services Turns Focus to Meeting Clients' Special Needs



"We couldn't be happier with ISS Solutions' continued printer support services. ISS Solutions found out how much we were spending and realized they could help us to save a lot of money. And after working with them, we did."

— Sheila Fitzpatrick, Director of Information Services, Woods Services



Snapshot

Company: Woods Services

Headquarters: Langhorne, Pennsylvania

Business: A multiservice nonprofit agency providing support to over 1,100 people with special needs in Pennsylvania and New Jersey

Overview

Challenge: Manage printing technology issues while meeting the needs of children and adults with special needs

Solution: Collaborate with ISS Solutions, a technology lifecycle management organization that handles printing management and maintenance through implementing managed print services solutions

Benefits:

- Created cost-effective personalized plan to best meet service needs
- Integrated into organization, becoming a part of the team
- Provided reliable, proactive services—increasing productivity
- Took care of business, letting organization focus on clients

All members of society deserve a safe haven. And for over 1,100 people with special needs in eastern Pennsylvania and central New Jersey, that place is Woods Services (Woods). Woods has been meeting the long-term needs of school-age children, teenagers, and adults with developmental disabilities, traumatic brain injuries, and emotional and behavioral challenges for almost a century. The Langhorne, Pennsylvania-based organization, which started as one special education school, now serves over 1,100 people through residential schools, group homes, assistive technology, therapy, and healthcare programs.

Over a decade ago, Woods realized that they needed help managing the technology that it took to best serve their community's needs. In 2000, Woods looked to ISS Solutions, an independent service provider specializing in technology lifestyle management and also based in Langhorne, PA, to provide break/fix services for their printer fleet. In 2010, ISS Solutions proposed to expand from a break/fix printer maintenance contract to a proactive management approach called Managed Print Services—enabling Woods to further cut costs on printer maintenance and management, as well as reduce

administration headaches for managing a fleet across 300 acres. "ISS Solutions presented a really good proposal," said Sheila Fitzpatrick, Director of Information Systems for Woods Services. "They did a great job meeting our needs, and I have no complaints."

Created cost-effective personalized plan to best meet service needs

"We are nonprofit, so cost is important," noted Ms. Fitzpatrick. Because of limited funding, nonprofit organizations sometimes have to pick and choose cost over quality. Woods appreciated how ISS Solutions delivered both quality and cost-effectiveness, which lets them put more of their dollars toward their mission and fewer toward their printer fleet.

After ISS Solutions implemented the MPS program, Woods began to see the dramatic monetary results they had been hoping for—all without any reduction in service quality. Just-in-time toner replenishment, latest technology upgrades, and real-time printer information by location were just a few of the added benefits that Woods obtained while cutting costs. "With the MPS program, Woods has recouped 75% of our toner cartridge expenditure," said Ms. Fitzpatrick.

Integrated into organization, becoming a part of the team

Because many of the thousand-plus service recipients participate in their residential programs and scattered-site community housing all over eastern Pennsylvania and central New Jersey, keeping up with Woods' printer fleet is no easy task. Thankfully, ISS Solutions' friendly and knowledgeable service technicians stepped in to keep everything running.

Woods enjoyed working with ISS Solutions, because ISS Solutions' employees became a dedicated part of the Woods environment. They quickly integrated into Woods' specific company culture until they knew the complexities of the main campus and scattered site housing like the backs of their hands.

This was a challenge ISS Solutions handled with ease, despite the 50-60 printers spread over 300 acres of confusingly-named offices. "Our ISS Solutions' team members know exactly where they're going," said Ms. Fitzpatrick. "On this campus, every building has 'wood' in its name—Heatherwood, Maplewood, Beachwood—it's very confusing. But ISS Solutions' technicians know exactly where they're going."

Provided reliable, proactive services—increasing productivity

Woods needed an organization that provided low-cost, high-quality service on a consistent basis. ISS Solutions,

known for their constancy and reliability, completely filled that need. Woods has renewed their contract with ISS Solutions dozens of times; the one year that they tried a different independent service provider, they regretted this decision because the quality of service suffered, and they quickly reengaged ISS Solutions for their technology needs.

"I've had companies where they showed up but didn't have the part that we needed, but ISS Solutions always has the part," stated Ms. Fitzpatrick. "I've never heard of a time when ISS Solutions couldn't find a part; that would be a strange scenario." Because ISS Solutions is reliable, Ms. Fitzpatrick knows they will always be ready to solve any printer problem. "The MPS solution is a complete success."

Took care of business, letting organization focus on clients

Delivering excellent services that help individuals not only survive but thrive in the world is what makes Woods a stellar nonprofit organization. Woods attributed the success of their collaboration with ISS Solutions to the fact that both organizations value delivering friendly customer service. Woods strives to provide a safe, attractive, home-like environment for the people who live under their care. Assisting individuals with special needs so they can live as independently and happily as

possible is what Woods does best.

ISS Solutions' information technology service excellence takes burdens off the backs of Woods, and lets them focus and concentrate on their participants instead. Without ISS Solutions running the MPS program, Ms. Fitzpatrick speculated, "Normally, staff would find out, 'Oh, toner's out because the printer says so, but we didn't order any.'" But with ISS Solutions on top of the MPS program, none of Woods' important work has to be interrupted by a lack of ink cartridges. "ISS Solutions is proactive. No one ever complains that they didn't get toner."

Without wasting time worrying about printers, ultimately Woods' employees can do their jobs better and focus on caring for their clients. Ms. Fitzpatrick appreciates that the ISS Solutions team members take printing problems seriously and understand the effects their work has on the Woods clients. "I've never received a complaint that something wasn't getting fixed," said Ms. Fitzpatrick. "ISS Solutions' technicians are very knowledgeable, and they always take care of things."

