

Customer Success Story

Managed Print Services



“We value our partnership with EO Johnson for their quality service, state-of-the-art products, and ability to meet our printing technology needs.”

— Cliff King, Skyward CEO

CUSTOMER:

Skyward

Stevens Point, WI

BUSINESS PROFILE:

Founded in 1980, Skyward specializes in administrative software for K-12 school districts and municipalities. Since its modest beginnings, Skyward has expanded into a nationally recognized company that employs 560 people serving their customers in 21 states and 9 countries.

The Challenge

Over the past few years, Skyward has experienced such extensive growth that the company recognized the need to expand its facilities and printing technology. “Managing the printing was becoming a logistical challenge. Many employees had personal printers, so our expenses were going up year after year,” said Cliff King, CEO of Skyward.

It was during the process of moving to a new facility in 2016 when the company started looking at implementing a more efficient print strategy. “As our new company headquarters began to take shape, we made the decision to create a centralized printing solution for our new office,” King said.

The company wanted to create an efficient printing configuration that would also decrease the overall cost-per-copy and quantities of paper being printed. “We began to look for a new way to manage the printing situation and wanted to find the right partner for us,” said King.



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Customer Success Story: Skyward Managed Print Services

The Solution

While Skyward has been an EO Johnson customer since 2004, the company decided to pursue Managed Print Solutions (MPS) in 2016 to address its evolving printing needs. The decision to consider an MPS program began when an EO Johnson sales representative raised the topic. "Our sales representative showed us how we could save costs and improve efficiency by having MPS in our headquarters," King said.

When it came time for the implementation, King was impressed by the quality of service EO Johnson provided. The process was straightforward, and the MPS team helped the new office begin with a

smooth start. "The transition to the new machines was made easy by the MPS team," said King. "They were extremely timely with their install, and the next day our office was 'business as usual' thanks to the seamless process."

Skyward continues to see the benefits of switching to an MPS option at their headquarters. The management of printing devices, printer costs, and paper quantities have significantly decreased. "Now, any worries about managing printer concerns have all but disappeared, said King. "We've been able to improve our printer technology with a partner we can trust."

The Results

Since Skyward's decision to work with EO Johnson on this service, King recommends considering MPS. "Choosing to have an MPS partner made all of the difference for us in managing our printing needs," he said.

EO Johnson's service and knowledgeable experts are large factors in why Skyward continues to have MPS with the company. "Since support is local to the central Wisconsin area, we can expect timely

responses to any concerns we have. This makes such a significant difference in the uptime we are able to have as a company," King said.

In addition to enjoying a great support system with EO Johnson, Skyward also receives expert advice on printing technology. "When Skyward decided to work with EO Johnson, we not only gained MPS; we gained an experienced partner that can help us with printing advice," added King.



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