



I.A.Harris&SonLtd

Case Study: IA Harris & Son

“We can’t thank Apogee enough for helping us to make the leap with an MPS solution. We’ve managed to nearly halve our print spending budget without paying anything upfront... and considering that we operate for 24 hours most days in the week, having 24/7 support included in the price is a huge help to us.”

Richard Harris
Director

For more information, visit
apogeeCorp.com



45% reduction in print spend, with no upfront costs

- *Brand new, efficient equipment under one consolidated MPS solution*
- *Solution designed to be compatible with established Freshware ERP system*
- *Automatic toner reordering software, ensuring that no machines run out overnight*

The Challenge

Having delivered fresh produce for over 60 years, IA Harris & Son are a supplier to various restaurants, schools, pubs, cafes, and delis. Working closely with New Covent Garden Market, IA Harris operates throughout London and parts of Kent, 24 hours a day, 6 days a week.

Like many companies in wholesale, IA Harris print thousands of packing sheets and 2-part white/pink invoices around the clock – therefore, reliable device performance is absolutely key. Following a site audit, however, Apogee found that IA Harris was using a mixed fleet of print devices, with some not covered by any kind of service plan: resulting in costly delays in the event of any technical issues.

The Solution

Following an audit, Apogee implemented a new Managed Print Solution – which provided IA Harris with four new multi-brand devices, consolidated under a single service.

Twinned with ARMA (Apogee’s Remote Management Application), the new print management software orders toner replenishment automatically, and also allows Apogee to remotely monitor device status and proactively organise engineer callouts – without any additional charge to the fixed quarterly cost. This ensures that device uptime is kept consistent, and removes the necessity for staff having to order toner manually; meaning significant cost and time savings.

Additionally, IA Harris’ access to Apogee’s Client Portal allows them to easily book any service callouts, and temporarily swap in spare devices if the need arises.

The Result

With a 45% reduction in print spend, IA Harris is now able to provide a more reliable service to its customers. In the wake of the new solution, van dispatch delays have decreased overall; and due to the fully inclusive service plan, staff no longer need to spend time on maintaining printer performance.

Additionally, Apogee’s MPS solution was completely compatible with IA Harris’ ERP software, Freshware, meaning that their print practices could be updated without disrupting their established inventory management system.

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