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EDUCATION CASE STUDY

Intuitive's Analytics for PaperCut Brings New Life to Client Requirements

ISSUE

Southwest Copy in Albuquerque, New Mexico faced an urgent challenge with one of their biggest customers. A large school district had implemented new requirements for its print management governance. These requirements called for extensive reporting that was not available through its print management software, PaperCut MF.

While ACDI had previously helped Southwest Copy win this customer by installing Papercut MF, the software's rich feature set and reporting would not accommodate the customer request without further development work delays. If Southwest Copy couldn't find a solution to providing regular, exportable, and easy to use reports, the school district would be forced to terminate its contract.

SOLUTION

ACDI and Southwest Copy quickly got to work and implemented Intuitive's Analytics for PaperCut. This data-rich command center integrated PaperCut data into customized reports that addressed all of the customer's specific needs while presenting it in an easy-to-read dashboard. Their reporting needs included exportable reports for billing and specific data by device and user, including:

- Date
- User
- Job
- Device
- Type
- Paper Size
- Mono Sides
- Color Sides
- Total Sheets

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RESULT

The customer was elated with the results and the ability to integrate the existing print management software with a reporting solution that met their needs. Southwest Copy kept their client and continues to find innovative ways to meet changing customer needs.

"Intuitive's analytics for PaperCut completely solved the problem with very little effort.
The product also introduced us to other very useful tools that we have implemented that went above what the client was asking for. Thank you for your support and efforts to help us solve this problem and exceed the client's expectations."

Kevin Simpson
President Southwest Copy Systems