

Preventative maintenance and Innovative service...
That's the kind of success we bank on!



United Central Bank receives enhanced fleet standardization, improved color output and reduced monthly expenses with TruePrint Managed Print Services from Verity Group.

The Client



United Central Bank was founded in 1987 to serve the banking needs of the Dallas area. The bank has since expanded into other Texas cities and throughout the nation. It serves many diverse communities and is now the premier Small Business Administration lender in Texas.

Since the beginning, the bank has been dedicated to providing exceptional client services. Sung Hui Yu, Assistant Vice President of Technology, oversees the bank's technology infrastructure. One of his responsibilities is managing the fleet of network printers. With 20 branch locations that was a considerable task. That's why he was interested in Verity Group's unique approach to providing TruePrint Managed Print Services.

The Challenge

Reactive Printer Support

The bank's printer fleet included multiple models with many different consumable supplies. In addition to ensuring these supplies were always in stock, Yu was also responsible for making sure broken devices were repaired. When a printer required service, Yu would call his local IT service provider. However, since the company did not specialize in printer repairs they would have to order the parts before being able to fix the problem. As a result, service issues typically took 3 to 4 days to resolve.

The Solution



When Verity Group approached him about their TruePrint Managed Print Services program, they caught his attention. The program provides supplies, preventative maintenance and on-site service for a pre-determined and fixed cost-per-page. The bank only pays for the prints they use. When service is needed, they simply send a request to Verity Group's support email address and a technician is promptly dispatched to the appropriate branch location.

1. Assess Current Needs

Verity Group's analyst walked their environment, noted their pain and documented the current usage of all print and copy devices.

2. Right-size the Infrastructure

The next step was to right-size the fleet of printers, and multifunction systems by re-positioning over and underutilized devices and removing old, inefficient and costly printers from the mix.

3. Manage the Devices

The next step was to right-size the fleet of printers and multifunction systems, re-position over and underutilized devices, and remove old, inefficient and costly printers from the mix.



The Benefits

Enhanced Service,
Reduced Cost,
Simplified Billing

United Central Bank enjoys many benefits from their partnership with Verity Group:

- **Enhanced Service**

Along with the savings, the bank also benefits from better service. It was not unusual for Yu to spend up to half a day working to get a printer issue resolved. Now everything is taken care of with a quick email.

“Maintenance is off my hands,” commented Yu, “I just email the Equipment ID to Verity Group and they take care of the rest.”

- **Reduced Cost**

By implementing the program, UCB is saving between \$2,000 and \$3,000 per month.

“With Verity Group’s TruePrint Managed Print Services program, I found that I was actually able to get supplies and service for what I had previously been paying just for the toner cartridges,” remarked Yu.

- **Simplified Billing**

Verity Group is able to be a single source vendor that issues one monthly invoice that provides simple consolidated billing with management reports and easy cost allocation.

Standardized Fleet

Increased Capabilities

Now happy with his printer fleet under management, Yu inquired about other ways that Verity Group could help him. He was excited to learn that the company was an Elite HP partner that supports the entire HP printing and imaging product line including multifunctional devices. Says Yu, “It made sense to standardize my MFP and copier devices as well.” The bank has deployed HP multifunction systems throughout the organization which has resulted in simpler administration and better end-user satisfaction.

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HP Multifunctions with Edgeline Technology

Most recently the bank has deployed new HP Edgeline color multifunction systems. These workgroup MFPs leverage brand new technology to produce color prints at up to 71 pages per minute. "I was pleased to learn that the lease payments for the Edgeline devices were cheaper than what we were spending on the older and slower Canon systems," said Yu. The bank uses the Edgelines to produce in-house color documents such as brochures and marketing materials. Executive reports and meeting packages are also printed on the new systems.

Yu is pleased to have partnered with Verity Group.

"They are a very good company to work with. It is like having another employee on hand."

Document management is complex and no company's needs or infrastructures are the same. An efficient and cost effective output strategy involves a fully integrated blend of hardware, software, services and processes needed to achieve your individual business objectives. This strategy is on-going and must be continually monitored, maintained and improved as your business changes. The good news is that your company already has some sort of infrastructure for document output. The bad news is that it is, most likely, not optimized. Verity Group solves those issues by providing TRUEPRINT MANAGED PRINT SERVICES.

Got Questions



For a personal review of your print services needs contact Verity Group:

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