Verity Group™

Building successful partnerships, one client at a time.

Minimizing print costs and Maximizing up-time...

Now that's a foundation to build-on!

hp invent

TruePrint™
Verity Group™
Managed Print Services

Pulte Homes®
The way it should be®

Pulte Homes enjoys increased user satifaction, reduced costs and simplified support with TruePrint Managed Print Services from Verity Group.

The Client

Managing the Information Technology needs for a network with users scattered across the DFW metroplex presents numerous challenges. Nobody understands this better that Justin Morris, Regional IT Support person for Pulte Homes.

Pulte Homes, Inc., (NYSE: PHM) is one of America's largest home building companies with operations in 26 states. Over the past 58 years, the company has delivered 500,000 new homes. Pulte's commitment to quality and customer satisfaction is unrivaled and has earned us numerous awards and recognitions, bringing you their customers the comfort and peace of mind you want.

The Challenge

Printer and Copier Support

The company is divided into local markets. Each local market has one IT support person, responsible for service and support on the company's computing and telecom infrastructure. In addition to the metro office, each real estate development has user equipment requiring support.

One major challenge that Morris faced was managing printers and copiers. The support from his previous vendor was poor. Frustrated End users with broken equipment called Morris looking for help. Unfortunately, he was not able to get responsive support from his vendor, leaving end users frustrated. To make matters worse, the company Pulte Homes was committed to a binding lease that included service and supplies. Despite the service provider not meeting service level agreements, Pulte Homes remained stuck in a bad situation.

The Solution

Morris was happy to learn about Verity Group's TruePrint Managed Print Services program. This cost-reduction program takes a strategic approach to reducing print expenses.

1. **Assess Current Needs**
   The first step was to get an accurate measurement of 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. For most locations, the system that best fit their needs was the HP LaserJet M4345mfp. This 45ppm device provides print, copy, scan and fax capabilities in one unit. The compact footprint fit well in the branch office locations.

   With the new units in place, end-users quickly adopted the new feature of scanning documents to email addresses as PDF attachments. This was a more practical alternative than faxing confidential real estate contracts to clients.

972.422.2228
www.verity-group.com

The Solution

TruePrint
Managed Print | Services™

Best of all, the HP LaserJet M 4345 systems were 75% less expensive to purchase than the previous copiers the company was leasing. And, according to Morris, "the cost of printing on the HP devices is similar to what were used to paying."

3. Manage the Devices

With the devices in place, Verity Group now provides service to the fleet of printers and multifunction systems scattered across the Dallas/Fort Worth Metroplex. The cost-per-page contract includes supplies, preventative maintenance and on-site service.

The devices are backed up with a four hour response program.
"Every vendor promises good service response. Verity Group actually does it!"

When a unit requires actual service, a technician is on-site within four hours.

The Benefits

Enhanced Service,
Increased Functionality,
Reduced Cost,
Simplified Billing

Pulte Homes enjoys many benefits from their partnership with Verity Group:

- **Enhanced Service**
  "When users are inconvenienced, they are not happy and they come to me," commented Morris. "Verity Group's proactive maintenance and quick response insures my users are taken care of and that makes my job much easier. Verity Group has been very accommodating when we open new branch offices."

- **Increased Functionality**
  The new scanning feature streamlines the workflow, improves client service delivery, and enhances document and information security.

- **Reduced Cost**
  The new LaserJet M4345mfp devices are approximately 75% less expensive to acquire, have a good cost-per-page and a quick return on investment.

- **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.

"As an IT guy, I would highly recommend Verity Group," smiles Morris. "As a lone IT person, I can't do it all. Verity Group makes my job easier."

Verity *Group*™

972.422.2228
www.verity-group.com

The Benefits

Enhanced Service,
Increased Functionality,
Reduced Cost,
Simplified Billing

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

TruePrint
Managed Print Services

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

phone: (972) 422-2228 or
email: MPS@verity-group.com

Verity Group
1100 Jupiter Road, Suite 170
Plano, Texas 75074

Telephone: 972.422.2228
Facsimile: 972.422.2713

www.verity-group.com