Fraser
Advanced Information Systems

CASE STUDY

Managed Print Services

Brown-Daub Automotive Dealerships



OVERVIEW

Brown-Daub Automotive Dealerships is the oldest and largest auto dealer group in the Lehigh Valley. With seven locations across the area and a body shop, they sell multiple lines of cars, trucks, vans and commercial vehicles.

Brown-Daub is a family-owned business started in 1936 by William Daub II and Thomas Brown in Wilson Borough. In 1965, their sons joined the company, starting great expansion for the company. Brown-Daub has a tradition of customer service and quality products that has endured from the company's very beginning through today.

CHALLENGE

Managing printing costs across seven locations and 350 employees.

Printer Integration With Dealer Management Software

Software companies dictated what types of printers worked best with their software

Lack of Standardization

Each location had a different purchasing strategy when it came to technology

Multiple Contracts with Many Vendors

Several contracts with multiple vendors made central management difficult



SOLUTION

Fraser Advanced Information Systems conducted a full analysis across all locations to standardize the print process.

Consolidate vendors

With our Managed Print Services Program, Brown-Daub consolidated all contracts to one vendor to eliminate confusion and consolidate costs.

Replace costly printers

Fraser was able to provide Brown-Daub with more efficient printers that were less expensive to run and maintain.

Automated Toner Replenishment

With Fraser's Automated Toner Replenishment Program, Brown-Daub was able to have visibility to all toner usage and save money by having toner costs included in their managed print program.

Streamlined billing

With just one vendor handling all of their printing needs, Brown-Daub eliminated multiple invoices from many vendors down to one set monthly cost for print.

RESULTS

Brown-Daub realized the following results from implementing Fraser's Managed Print Program:

- **20% overall reduction in company spend on print.**
- **10% time gained by accounting by eliminating multiple vendors and having to reconcile multiple bills.**
- **30% decrease in time spent by IT department managing printers and copiers with mulitple vendors.**

Dave Shaqfeh, CFO for Brown-Daub, immediately saw how beneficial the anlysis was for the company. He stated, "The Fraser team was so organized. They worked with our Technology Support Manager to develop a strategy that saved the company money and improved workflows across locations."

When asked how the process of changing to Fraser's Managed Print Program was handled, Mr. Shaqfeh said, "The implementation was comprehensive, and the installation team worked to smooth any issues within two weeks." His favorite part of the solution was "the overall organization into one contract, the pooled overages and signficiant cost savings."

When asked if he would recommend Fraser to another company for managed print, Mr. Shaqfeh stated, "definitely, without a doubt!"

