

Case Study

Elite PrintManage

Koorsen Fire & Security gains control, efficiency with the Elite PrintManage online document management solution.

Summary

Challenge: Replace Koorsen Fire & Security's current print management system with one that provides far greater control over the procurement and use of mission critical print collateral across the enterprise, while also reducing materials production, maintenance, distribution and storage costs.

Solution: Simplify, streamline and centralize control of Koorsen's print supply chain with the Elite PrintManage online document management application.

Results: Through the use of Elite PrintManage, Koorsen was able to substantially improve print supply chain performance: slashing order requisition-to-delivery time across the enterprise, simplifying print management, increasing inventory turns and cutting item production and materials handling costs.

Introduction

Consistency matters to Koorsen Fire & Security. As one of the largest security and fire safety service providers in the country, much of its half-century-plus track record of growth can be attributed to having the foundation and stability needed to continually back-up clients that are facing some pretty tough situations.

So when the company's document management system began to wear down under the pressures of speedy corporate expansion, its leadership knew a change was in order. With eighteen branch locations spread across seven states, Koorsen needed a solution that provided greater control over each location's order, inventory and usage practices. Not to mention a way to streamline procurement so employees could get back to the all-important business of delighting customers.

And that's precisely why the company turned to Elite Print Services for help. By deploying Elite's PrintManage enterprise document management solution, Koorsen was able to implement a procurement strategy that achieved the results it was after. That included a standardized item master, centralized order and purchase controls, and a reduction in company-wide production, inventory and maintenance costs.

The Challenge

Recent growth -- in the form of several new branch acquisitions -- had begun to strain Koorsen's ability to efficiently manage its print supply chain. Controlling the procurement practices of eighteen branches (each with its own ideas about how to best purchase and use print collateral), without the aid of strict order controls or detailed reporting, was becoming a huge challenge. This meant excessive print and management costs, document quality control issues and an increase in costly inventory bottlenecks.

Without a single-platform document management application, Koorsen was forced to deal with branches using outdated or inaccurate forms. And a lack of visibility into key print supply chain data made it difficult for the company to efficiently purchase print resources.

As a side effect, purchasing directors at various locations had learned to over-order materials as a protection against potential stock-outs. But this procedure proved inefficient: slowing inventory turns, tying excessive cash flow to large inventories and causing a spike in storage and maintenance costs

And larger production runs also provided Koorsen with little flexibility to manipulate collateral to face emerging market challenges and opportunities. So when modifications were necessary, the company was forced to either stand pat with an inventory of obsolete materials or absorb the high costs associated with producing replacement documents.

Given these concerns, Koorsen needed to implement print management procedures that would regulate order practices, centralize supply chain control and keep costs at a consistent level. All while still giving each branch the high degree of control and responsiveness that they demanded.



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“Elite had the best combination of tools and experience of any vendor we considered. We get the control and reporting we need to order efficiently. It’s really helped us get lean and cut costs. And it takes so much work off my plate, too.

Suzanne Shikany, Marketing Manager
 Koorsen Fire & Security

The Solution: Koorsen’s Requirements

Lower Costs: Koorsen expected item production and procurement costs to be reduced.

More Control: Koorsen sought increased control over the acquisition and use of print materials across the enterprise.

More Flexibility: Koorsen wanted to use smaller production orders and the ability to variably print certain constantly evolving items to become leaner and more responsive.

Full Web Functionality: Koorsen wanted a way to integrate the web as a fast, simple means of managing the procurement process.

The Solution: Koorsen Chooses Elite

After completing a vendor search, Koorsen selected Elite as its document management partner. This decision was driven by the unique fit between Koorsen’s needs and the smart tools built into Elite PrintManage. Elite’s web-based administrative platform, variable print capabilities and scale-economy production techniques offered unsurpassed control and cost containment. And a close proximity to Koorsen’s home office and experienced service staff ensured the right amount of personalized, consultative support.

The Bottom Line: Results

Following an initial project implementation period, Koorsen has experienced notable improvement in key indicators of print supply chain performance, including:

- A significant increase in average inventory turnover, which greatly reduced on-hand inventory levels and the cash-flow tied to print resources.
- Slashed collateral requisition-to-delivery time across the enterprise.
- Substantial reduction in reported item stock outs and back-orders.
- Nearly 90% of collateral transactions processed via the web after one year of service.
- Smart management: streamlined workflow, tight control over the item master, decreased inventory handling/maintenance overhead and lower per-unit item prices.
- Increased flexibility due to variable print capabilities and smaller production runs.

Elite and Koorsen Focus on the Future

Koorsen is currently using Elite PrintManage with great success. Trusting Elite to custom-fit a document management solution to meet the company’s specifications has allowed Koorsen to standardize their order and inventory systems. This, in turn, has provided increased document flexibility and organization-wide control. Elite looks forward to assisting Koorsen in future endeavors by uncovering innovative ways to use print applications to improve the company’s core business practices

