

## CASE STUDY

### MANAGED PRINT CASE STUDY: FAITH TECHNOLOGIES

## SECURE, FLEET-WIDE PRINTING WITH A SMOOTH ADOPTION PROCESS

Faith Technologies Inc. is a leader in electrical planning, engineering, design and installation. Established in 1972 with headquarters in Menasha, Wis., the business has expanded and now serves customers nationwide.



FAITH TECHNOLOGIES  
INCORPORATED

“GFC took the time to understand our needs and worked with us to make sure that all employees stayed informed as our fleet-wide secure print management solution was implemented.”

— **Eric Peik**

*Director of IT Infrastructure*

### The Challenge

Faith Technologies Inc. (FTI) had a printer fleet spanning 16 branch offices that served over 1,000 employees. Their printers were not managed as a fleet, but on an individual basis with individually maintained printer address books and secure queues. In addition, many of their employees traveled and needed secure and convenient access to release print jobs while visiting an alternate branch location.

### The Solution

Changes can be challenging, that's why FTI relied on Gordon Flesch Company (GFC) to configure, install and maintain a secure uniFLOW Online print management fleet solution. This solution, enabled cloud-based secure printing and scanning with administrator-chosen printer access across the fleet for each individual user. GFC and FTI also partnered to create a proof-of-concept presentation for end users, to demonstrate the feasibility of this proposed printing process change.

### The Results

GFC and FTI met weekly to discuss desired configurations for this large-scale project. After the success of these initial meetings, it was decided to continue this weekly meeting cadence to discuss completed and upcoming tasks. These meetings helped to alleviate employee apprehension about changing office printing processes and showed that secure printing with uniFLOW Online was as simple as a tap of a badge or entering a PIN. Feedback after launch was positive, the new printing process was adopted smoothly and data shows this change has also controlled usage, reduced waste and improved employee productivity.



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