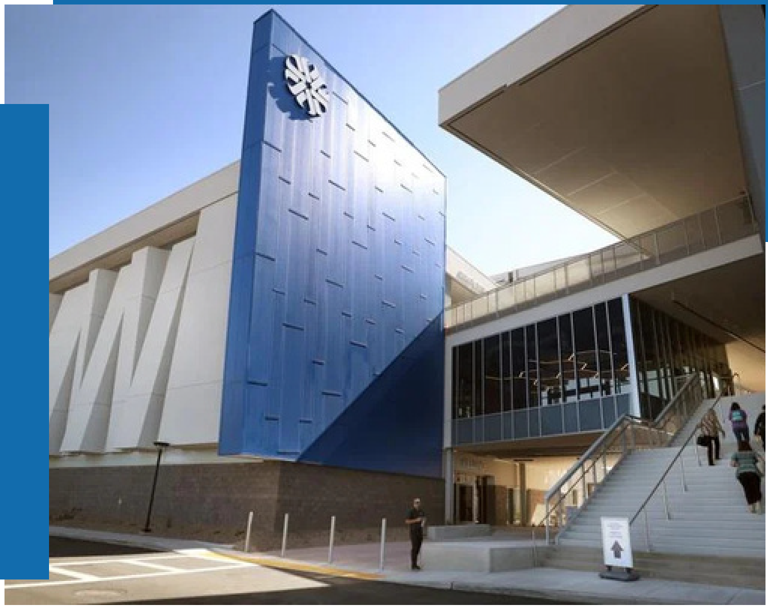
PIMA COMMUNITY COLLEGE

CASE STUDY

Simplifying print management and saving valuable IT time with Sehi's HP Managed Print Services



At-A-Glance

Pima Community College
Industry: Higher Education
Locations: 19
Students Served: ~40,000
Employees: ~900

Reduced device count by ~65%, improving efficiency and lowering maintenance costs

Decreased model variety by 68%, simplifying support and supply management

Cut print costs by ~67%, saving over $200K annually

Reduced IT workload by ~95%, freeing up significant internal resources

Consolidated to a single vendor, eliminating 100% of multi-vendor complexity

Overview

Pima Community College (PCC) operates across five main campuses and multiple satellite sites. Managing a complex print environment was consuming IT resources and creating frustrations for both staff and students.

To address this, PCC partnered with Sehi, a trusted HP Managed Print Services (MPS) provider, to design and implement a comprehensive MPS program. Over the past decade, Sehi has worked hand- in-hand with HP and PCC to transform the college's printing operations; reducing manual workload, increasing efficiency, and freeing the IT team to focus on higher-value projects that support the college's mission.

The Challenge: Too Many Printers, Too Little Time

Ten years ago, PCC had a fragmented print environment with 1,500+ devices from multiple vendors. Departments independently purchased printers and toner, creating inconsistency, waste, and a lack of visibility.

"It was the Wild West," recalls Cornelius Bledsoe, IT Manager at PCC. *"Every department managed printing differently. Our team was constantly troubleshooting printers and rushing to replace toner. It was a huge drain on IT resources."*

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Key pain points included:

- Decentralized purchasing – multiple vendors, leases, and warranty contracts.
- Excessive device sprawl – nearly every office had a personal printer.
- Inconsistent service – varying warranty levels and support processes.
- Manual, reactive toner management – departments stockpiled supplies or placed urgent orders.
- High time demands – IT staff spent hours managing printers instead of strategic initiatives.

The Solution: Sehi and HP Managed Print Services

After extensive evaluations, PCC selected HP Managed Print Services with Sehi as its dedicated implementation and support partner. Sehi assessed PCC's entire print environment and developed a plan to optimize, centralize, and streamline operations across all campuses.

The initial optimization reduced printer models by 67% and consolidated devices by over 60%, moving from 1,500 printers to just 550 strategically placed, networked devices.

Results: A Decade of Measurable Impact

Massive Time Savings

The most significant improvement has been time returned to the IT team:

- Automated delivery of HP original toner eliminates hundreds of manual orders annually.
- Sehi-managed repairs free up hours each week that were previously spent troubleshooting.
- Centralized fleet monitoring enables proactive maintenance and faster problem resolution.

Operational Efficiency

- Streamlined from nearly 200 different printer models to a standardized core group of HP printers, simplifying training and maintenance.
- Fleet assessments every 2-3 years ensure optimization keeps pace with campus growth and evolving needs.
- Enhanced data visibility drives smarter decisions, such as targeting color printing, which still accounts for 60% of total print costs.

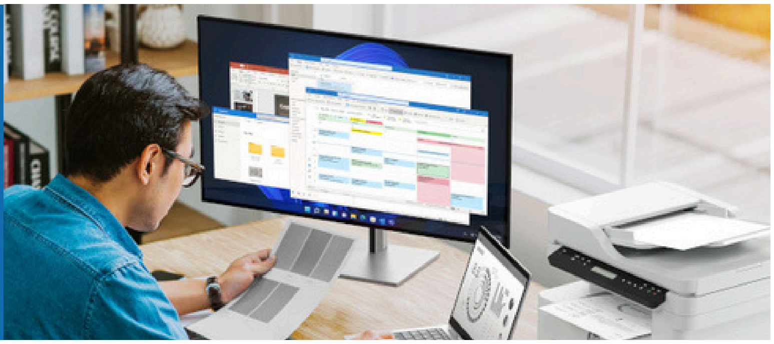
Cost & Sustainability Gains

While the focus has shifted to time savings, cost improvements remain significant:

- Annual print spend dropped from $300,000+ to ~$100,000 - a sustained 50% reduction over 10 years.
- Ongoing optimizations continue to reduce waste and energy usage.
- Lower environmental impact through device consolidation and more efficient hardware.

"Before, printers were a constant headache, Now, we don't stress about them at all. That alone has been transformative for our team."

Cornelius Bledsoe, IT Manager at PCC



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Current State: 2025 and Beyond

Today, PCC operates across 19 locations, with HP printers deployed in about 15 of them. The college continues to work closely with Sehi on optimizations, purchasing plans, and sustainability efforts.

Even as budgets tighten and headcount shifts, Sehi's program provides PCC with the agility to meet changing demands without burdening IT staff.

"This isn't just about printers," notes Erica Hart, Sehi Account Manager. "It's about giving the college back valuable time and resources so they can focus on educating students, not fixing printers."

Future plans include:

- Further reducing color print costs through user education and smart tools.
- Continuing to refine fleet placement based on usage patterns and data analytics.
- Exploring sustainability metrics for a more environmentally conscious print strategy.

"Sehi has been one of the best vendors we've ever worked with. They've taken a huge amount of busywork off our plate - toner gets delivered automatically, repairs are handled directly, and our team can finally focus on more strategic IT priorities."

Britt Boughan, PCC IT Staff

Conclusion

The decade-long partnership between PCC, Sehi, and HP demonstrates how HP Managed Print Services can be a time-saving force multiplier for IT teams. By taking the complexity of print management off PCC's plate, Sehi and HP have enabled the college to focus on its mission: providing high-quality education to the community.

"Overall, we don't have to stress about printers anymore," Cornelius concludes.
"Sehi and HP have simplified our print environment and freed our team to focus on what really matters."

Interested in learning more about how Sehi and HP can help you manage your printing resources and expenses?

Contact Us | 800.233.7344 | Sehi.com

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Sehi Computer Products, Inc.