

CASE STUDY

EveryonePrint



Intracoastal
REALTY CORPORATION

Experience the Exceptional

Systemel helps local real estate company streamline printing functions and improve productivity with new managed print solution



Overview

Intracoastal Realty is a privately owned full service Residential and Rental Real Estate firm located in Wilmington, North Carolina, with 10 offices, 600 agents, and 100 employees. Intracoastal agents need to have the ability to print, copy, scan and fax from any of their office locations. As the company has grown over the years, the process of installing print drivers on each agent's laptop for every location became time consuming and ineffective for their needs.

Challenge

- Agents were unable to access printers via mobile devices without IT involvement
- Agents had difficulties accessing printer functions at alternate locations
- Manual processes were inconvenient and frustrating for both agents, and the IT department
- Administrators wasted too much time installing print drivers on agent laptops
- Unable to track and report user prints and copies

The processes that once worked for 200 agents, could no longer sustain Intracoastal Realty's continued growth. John Schweighardt, CIO, began looking at ways to streamline or automate manual tasks that were creating challenges in the workflow. Among the company's manual processes, was the installation of print drivers for every office location. "Our agents would bring in their laptop, tell us which offices they anticipated working at, and then we would install the drivers," said Schweighardt.

Staff members were spending too much time dealing with print drivers, and agents desperately needed access to printing capabilities at every office location. In addition, the majority of Intracoastal's agents conduct daily business using their personal computers by logging into a network domain, making it impossible to track the color prints and copies of each user.

Solution

- Assessed the current printing environment
- Conducted an onsite trial for our recommended cloud-based printing solution
- Quick and easy installation of EveryonePrint performed remotely
- Direct Support from Systel and Product Engineers

Intracoastal needed a centralized solution that would not require additional hardware, is compatible with MAC and PC operating systems, and makes it easy for agents to print, copy, scan and fax securely. After reviewing Intracoastal's criteria and assessing the current printing environment, Systel recommended a new cloud-based solution to help streamline printing and automate manual processes. Although EveryonePrint was new to Systel's portfolio of solutions, we were confident that it would be capable of transforming Intracoastal's printing environment.

To ensure that EveryonePrint would be the right fit for Intracoastal, Systel conducted an onsite trial for a period of one month. The trial was a success and we moved forward with a remote installation of the EveryonePrint software, making Intracoastal one of Systel's first customers for this solution. "Systel was upfront with me that we would be one of the first customers to put this solution into production, but they gave me a reference of a larger installation they had done and it gave me reassurance" said Schweighardt. Systel Solution Experts, along with the Product Engineers at EveryonePrint, provide support to Intracoastal's new printing infrastructure.

Outcome

- Agents able to securely print from mobile devices
- 24/7 access to all printers at every office location
- Streamlined printing and automated manual processes
- Reduced time spent setting up computers for print
- Compatible with MAC and Windows operating systems
- More time to focus on other important projects
- Reporting functionality



Intracoastal Realty can now easily support all of its agents, regardless of their operating system, device or location. By simply logging into EveryonePrint and using the PullPrint option, staff members can securely access and print their documents without having to manually install the print drivers for every office location. Intracoastal's agents are also enjoying the EveryonePrint mobile app, which allows for the convenience of printing from their cell phones.

Monthly reports from each printer can be extracted from EveryonePrint and loaded into an access database within minutes rather than hours. This function is a significant improvement from the previous process, according to Schweighardt, who at one time "had at least 11 other staff members collecting reports from each copier, consolidating color copy counts, and processing payments." Systel was able to address the needs of Intracoastal Realty with a companywide solution that makes the printing process easier and more efficient.