

## THE CLIENT

Charter Communications, Inc., the third-largest publicly traded cable operator in the U.S., serves more than 5.7 million customers in 29 states. A Fortune 500 company, Charter is headquartered in St. Louis, MO. Today, Charter offers a full range of advanced communication services, including video, high-speed Internet, and telephone.



*"The Official Document Management Company of the St. Louis Cardinals"*

## THE CHALLENGE

When DNT arrived on the scene in [year], Charter Communication's corporate headquarters was the model of decentralization:

- About 30 copiers and 90 printers were spread through the organization, with a 5:1 ratio of pages produced on small laser printers versus pages produced on networked multifunction devices. The best-practice ratio is 3:1, and clearly Charter could realized great cost savings by shifting printing and copying from standalone devices to multifunction devices.
- The patchwork of printers and copiers throughout the organization was serviced and supplied by a patchwork of vendors. So, any time a machine needed service or supplies, it became the problem of a department staffer to contact the correct vendor and make arrangements.
- Scanning capabilities weren't available company-wide, so there were missed opportunities to convert paper to electronic formats for archiving and e-mailing.



## THE SOLUTION

After a thorough evaluation of Charter's current configuration, workflow, and anticipated future needs, DNT designed and implemented a new centralized system for managing document services:

- DNT put in place [number] multifunction devices and plans to gradually phase out less efficient devices as warranted. Now, all Charter's headquarter employees have access to lower-cost printing and copying. And, all now have access to scanners for paper-saving solutions.
- Every printing and copying device in the business is now monitored by DNT, giving Charter an accountable system with verifiable results.
- Any time a printer or copier needs maintenance, support, or supplies, DNT gets the call.

## THE BOTTOM LINE

- Charter has saved more than 30 percent on its document costs and now has a less than 3:1 ratio of documents printed on stand-alone devices versus networked multifunction devices. That's better than the industry benchmark for best practice.
- Its employees can strike "printer management" from their job descriptions because DNT has become the one-call solution for purchasing, service, and support.
- The company now has fewer devices to manage. And, when it's time to decide when to retire a printing device, DNT steps in and handles the decision and the replacement process, if necessary.
- On the occasion that Charter's right-sized document capabilities are exceeded by a special production need, DNT's Downtown St. Louis facility can pick up, produce, and deliver the job without Charter employees having to go to the effort of establishing another vendor relationship.

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*"With DNT's solution, we've completely centralized our document management, reduced costs, and saved time. We're pleased with the savings we've realized, and we continue to review our data quarterly to monitor our progress."*

— Marsha King

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