



FOR IMPROVED WORKFLOW EFFICIENCY, STATE COURT SYSTEM TURNS TO BROTHER

THE CUSTOMER:

A state court system that handles traffic violations, civil matters, landlord disputes, and criminal cases within its trial, appellate, and circuit courts.

THE NEED:

Covering over 20 counties, this paper-intensive environment – consisting of courts and administrative offices – requires timely access to high-quality documents, making reliability of the print infrastructure of paramount concern. In addition, the court system also needed:

- Durable, affordable desktop printers to replace outdated, service-intensive printers that caused workflow bottlenecks
- Solutions that could meet strict budgetary, security, compliance, and reliability requirements, as paper had to flow seamlessly throughout dozens of offices
- A customer-centric vendor that could provide robust print solutions to help maximize efficiency across the entire enterprise, where thousands of documents were being printed daily
- Excellent customer support to promptly resolve issues, by providing operational guidance and on-site service

THE SOLUTION:

To address the court system's rigorous Request for Proposal (RFP) requirements, the Brother team completed a thorough document workflow analysis, identifying areas where efficiencies could be gained. With reliability of the current printer fleet a key issue, the replacement Brother fleet would help achieve process improvement.

To handle high print volumes, the team proposed a deployment plan that included a mix of Brother monochrome and color laser printers, as well as multi-function (print/copy/scan/fax) products, each with a three-year limited warranty upgrade. Devices would be strategically placed in each location based on usage, for maximum individual and workgroup convenience and productivity.

Ensuring a smooth transition from legacy equipment to Brother was also critical, so instructor-led training classes were customized to user needs, with added self-troubleshooting instruction to maximize fleet uptime.

THE RESULT:

This successful engagement resulted in a complete overhaul of the court system's printer fleet. Over 1,100 Brother products were installed – 800+ HL-L6400DWT monochrome laser printers, 150+ HL-L9310CDW color laser printers, and 50 MFC-L8900CDW color laser multi-function printers (MFPs).

With fast, high-quality output, a low total cost of ownership, and advanced security features, users now have easy-to-use, versatile printers and MFPs to help meet their printing needs.

When traveling between locations, users also had an intuitive interface on all Brother models, enabling effortless walk-up and PC based operation — for quick job turnaround. Another benefit of switching to Brother was that there was a single point of contact for service, supplies, and support.

This migration from competitive devices to Brother demonstrated the confidence customers have in Brother; Brother was able to showcase its creativity, flexibility, and responsiveness during every phase of the sales cycle — which was exactly what the customer needed.

For more information on Brother, please visit www.brother-usa.com/industries/government.

