

Customer Profile

Washoe County School District



Sparks High School

We spoke with Bard Cralle, Computer Color Technician from Washoe County School District and asked him what differentiates Print Shop Pro® and edu Business Solutions from others on the market. Here is what he had to say.

Support

“The support is excellent. All of my questions and inquiries have been answered immediately. I’m very impressed. Their technical support is right on. They know what they are talking about and how to trouble-shoot not only the software, but our computer system as well. They set up a web demo with the sales manager in one location, the technical support manager in another location and me in a third location, and they were able to see what was on my screen and walk me through the solution. That’s a slice of heaven. That’s unheard of. That’s called good business.”

Ease of implementation

“Our print shop has been able to remain 100% productive during the installation and implementation process. We started logging in jobs the first day it was installed.”

Features designed for print shops

“We tried several other products before Print Shop Pro®, but they didn’t meet our needs. Print Shop

Pro® was designed specifically for school district print shops and has features that meet our needs.”

Background

The Washoe County School District Printing Services department provides printing services for the entire school district including: 86 schools, administration building, warehouse, plant facilities, school police, communications department and risk management department. The print shop completes an average of 500-1,000 jobs per month.

Prior to Print Shop Pro® (PSP), print shop operations at Washoe were manual. Every job had to be written down on a piece of paper; a calculator was used for chargebacks; and equipment scheduling, customer lists and inventory were all tracked by hand. As the number of monthly jobs grew, it became increasingly time consuming and labor-intensive for the print shop staff to manually track all of the jobs. The Washoe print shop needed a complete management system to automate and streamline their print shop operations and effectively manage their increasing work-load.

Engagement

The Washoe Printing Services Department purchased PSP in February 2003. The decision to purchase PSP was largely based on the specialized features and on edu Business Solutions’ one year comprehensive support program included with the software. Washoe needed a solution that would completely automate their operations, was designed for school district print shops, was easy to implement and included a support program.

Washoe County School District at a Glance:

Interview with:

Brad Cralle,
Computer Color Technician

Solution:

Print Shop Pro® Manager
Print Shop Pro® Webdesk

Location: Reno, NV

Years at district: 15

Number of Schools: 86

Number of Students: 58,908

Print Shop Staff: 14

Job Tickets Per Month:

700-1000

Summary:

Large, fast growing school district with a steady growth of jobs per month.

edu Business Solutions’ software technicians visited the Washoe print shop and provided the staff with several hours of hands-on training to familiarize them with each of the features and get them started using the program. The shop started using PSP on the day it was installed.

edu has provided Washoe with ongoing support as they implement additional features into their print shop.

Results

In providing the Washoe print shop with an easy-to-use, feature-rich solution and professional support, PSP has enabled the shop to save time and money, provide enhanced customer service, and successfully increase their jobs per month.

PSP's chargeback feature has been particularly advantageous to Washoe due to the tremendous amount of time it saves the administrative staff. Prior to PSP, jobs had to be manually added up on a calculator, written down on a piece of paper, entered into an accounting program and then formatted into a report. Now, jobs are entered directly into PSP. PSP automatically calculates the amount to charge back and invoice, including determining which department account numbers to charge and when, and reports are

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compiled with one easy click.

The Washoe print shop implemented Print Shop Pro® Webdesk throughout the District, which enables all print shop customers to order jobs, check the status of jobs and request approval of jobs, all from their computer via an easy-to-use web interface.

In addition to a print shop management solution designed for a school district print shop, edu Business Solutions provides Washoe with a look at how technical support can and should be delivered. edu Business Solutions excels in delivering print shop software solutions complete with dedicated support.



Brown Elementary School

Would you like your company to be in our next customer profile? Let us know!

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