



CASE STUDY

MOS COMMITMENT TO HIGHER EDUCATION

Count on us:

FERRIS STATE UNIVERSITY

Ferris State University receives streamlined printer services and cost savings of up to 25% through MOS Managed Print Services Solution.

The Customer

Since the founding of Ferris in 1884, the university is committed to innovation, creativity, and high quality outcomes in all endeavors. Their vision is one that fosters life-long engagement, leadership, citizenship and continuing intellectual development. A Ferris education helps prepare students for a world that is global, connected and diverse. Today, Ferris offers 180 degree programs with a student to faculty ratio of 16:1.



**FERRIS STATE
UNIVERSITY**

The Challenge

With the focus of smaller class sizes through innovative instruction and increased academic resources, Ferris is challenged with maintaining cost control and reduction in unnecessary overhead. Ferris departments are independently responsible for budget management of their document output costs. This created a decentralized situation with no consistencies and no cost savings. Ferris desired a single source solution for print management to improve efficiencies with printer supplies and service procurement.

The Solution

MOS presented Ferris with a centralized solution for all departments within the university. The solution considers the volume of scale for all departmental printing to provide cost reductions. The all-inclusive service includes; repairs, labor, parts, preventative maintenance, emergency calls and auto-ship for supplies. In addition, MOS provided customized billing detail and usage reporting for each department. Recycled toner boxes are provided to collect empty toner cartridges to be recycled with a pre-paid return shipping label, reducing the environmental impact.

The Results

Ferris State University receives streamlined printer services and cost savings up to 25% for all their departments. The MOS solution eliminated the time spent managing helpdesk tickets for printing assets, supplies, service and support for Ferris IT administrators. Ferris Departments maintain cost control with on-going management and reporting from MOS. Ferris State University counts on MOS to provide solutions aligned with their goals so they can focus on helping students achieve their success.

WHAT THEY'RE SAYING:

"Since we have partnered with MOS for print management, we have been able to realize a 25% savings in print supply costs. Additionally, the fleet management responsibility assumed by MOS allows Ferris State University to further focus on reducing student debt burden."

*-J. Michael Pethick
Director of Purchasing
Ferris State University*





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