

# CASE STUDY

## Vanderbilt Law School

### About Vanderbilt Law School

Founded in 1874 with seven enrolled students, Vanderbilt University Law School has grown to a three-level doctoral degree-granting university with six hundred twenty five students, one hundred forty faculty members, and eleven administrators. Even from the start, Vanderbilt University Law School began to grow into one of the top law schools in the country.

### The Problem

Vanderbilt University Law School utilizes vast amounts of printing resources from their large population of students and faculty. As a benefit to students, the Law School provides free printing and sees peak printing times during the first two weeks of classes and at the end of semester examinations. On average, each law student prints four to five hundred pages for every course, tallying up to two million printed pages per year. To handle the volume, the school invested in 17 multifunction devices and 28 printers and three vendors to manage the fleet. However, they found with multiple vendors it was difficult to manage the devices, billing and volume. The printer fleet was breaking down frequently with long maintenance response time and students and faculty were forced to wait on the repairs. With the vast amount of paper and toner utilized, the printers needed to withstand intense usage.

### The Challenge

With peak printing times approaching again, Vanderbilt University Law School knew that something needed to change. Their printers were not holding the capacity needed for examination time. The IT department was having trouble keeping the printers fed with toner, keeping the printers

#### COMPANY/ ORGANIZATION

Vanderbilt Law School  
Nashville, TN

#### INDUSTRY

Education

#### SOLUTIONS

Managed Print

#### BENEFITS

Improved Productivity  
Conserved IT Resources  
Cost Savings

online, and keeping them working properly. The level of service was declining with the current printers only causing more commotion, and they could not maintain the upkeep on the printer fleet.



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### The Solution

RJ Young was able to meet with Vanderbilt University Law School and present them with the Managed Print Service information. They began to monitor their levels of toner and maintenance on the printers. RJ Young addressed their problems by supplying one point of contact, a back up printer program and a toner supply program. They included all printer maintenance and parts, along with a fast service guarantee.

“With Managed Print Services through RJ Young, we were able to get everyone on one page and fix our internal and vendor issues as well as consolidate our devices which lowered our cost and eased support for our team at a price point we are comfortable with,” said Jason Bradley Director of Information Technology at Vanderbilt University Law School.

***The response time is outstanding, they do not know the word ‘no’, and the vendor-client relationship has always been amazing.***

***- Jason Bradley***

*Director of IT, Vanderbilt University Law School*

### The Results

Even during the peak times of printing, the students, faculty and staff at Vanderbilt University Law School will be able to print with ease and they will no longer have to worry about the printers failing.

“RJ Young has given a faster response time than any vendor in the past,” said Bradley. “It has helped with business operations and allowing students to return to their studies quicker and proceed to their

exams on time.”

The IT department can focus on other needs besides printer maintenance and toner supply and the dedicated on-site tech from RJ Young will allow the department to save money and save time for their students and faculty. Vanderbilt University Law School can trust RJ Young to have consistent and dependable results when it comes to their Managed Print Service.

“The response time is outstanding, they do not know the word ‘no’, and the vendor-client relationship has always been amazing,” said Bradley. “I chose to work with RJ Young, because everything is fixed right the first time, every time, on time.”

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### About RJ Young:

RJ Young is an industry-leading office solutions and equipment provider in the Southeast. With innovative technology, services, and equipment, RJ Young provides solutions for every type of business. Solutions such as Managed IT services, Document Security services, Medical Office Document Management, business software, and Digital Printing ensure that their customers receive superior service. With office equipment ranging from small business copiers to enterprise level business copiers and multifunction printers, RJ Young’s in-house copier leasing and “We Make It Right” guarantee allow customers to rely on their equipment and network, so they can focus on what truly matters - their business. To learn more about the different solutions RJ Young offers, visit [RJYoung.com](http://RJYoung.com).

