



Evergreen Packaging Turns to Konica Minolta for Help Desk Support and Managed Print Services

BACKGROUND: Evergreen Packaging is an international liquid packaging and paper products manufacturer owned by the Rank Group Limited. With more than 4,500 employees, the company delivers packaging solutions from paperboard and barrier technologies to converting, filling equipment, and technical service expertise. Headquartered in Memphis, TN, Evergreen Packaging operates two paper mills, seven domestic and seven international converting plants, and a global filling equipment design and manufacturing business.

Evergreen Packaging was managing a number of different IT initiatives dedicated to improving customer service and needed reliable IT support to manage its end-user help desk services. The internal IT team struggled to keep their in-house Help Desk fully staffed and deliver to the target service level expected by their users. In an effort to improve call resolution rates, the company wanted to outsource the Help Desk support to an IT Services company with a dedicated and trained staff located in the United States that could provide immediate help.

SOLUTION: Larry Shutzberg, VP Information Technology and CIO for Evergreen Packaging, selected All Covered, the IT Services division of Konica Minolta Business Solutions U.S.A., Inc., to provide full-time Help Desk services for Evergreen Packaging. According to Shutzberg, All Covered demonstrated a high level of professionalism, integrity and trust. More importantly, All Covered had the processes in place and experience to successfully manage more than 100 Help Desk calls from Evergreen employees on a daily basis.

Tim Camp, Evergreen's IT services delivery manager, said he no longer needs to manage an internal Help Desk team, freeing up his time for high-value projects. He now works directly with the All Covered team lead and is alerted when issues arise that require his attention. "I depend on the All Covered Help Desk staff on a daily basis," said Camp. "Any time of day, I know they are available to help."

Employees now have a dedicated All Covered Help Desk team to address PC issues, connectivity to business applications, and system access controls. According to Camp, All Covered has improved first-call resolution performance from 25 percent to more than 60 percent. This has resulted in higher employee satisfaction and productivity.

Evergreen Packaging expanded its relationship to also include Konica Minolta's managed print services for its 11 offices. Under the Optimized Print Services program, Konica Minolta optimized Evergreen's printing fleet, eliminating more than 200 printers, replacing 200 aging print and fax devices with the latest Konica Minolta bizhub MFPs and taking on the management of 250 printers. Proactive monitoring tools ensure that Evergreen Packaging's print equipment is always working at optimal levels and serviced accordingly. According to Shutzberg, having one print service provider to manage all their offices allows his team to focus on higher-value projects.

RESULTS

- Improved Help Desk response times
- 24/7 Help Desk support
- Reduced staff resources
- Established an Active Directory for enhanced security
- Began execution on long-term IT business objectives
- Improved customer satisfaction



"It was an extremely smooth transition moving to a managed print services program and allowing us to upgrade equipment and realize a healthy savings," said Shutzberg. The company estimates a 30 percent savings in the first year of service.

BUSINESS IMPACT: Based on the success of Konica Minolta's IT Services at Evergreen Packaging, Rank Group Limited has replaced internal Help Desk services at all six of its North American-based companies. This allows the IT departments at these companies to focus on high-priority IT initiatives while trusting All Covered for day-to-day Help Desk support for its end-users.

TECHNOLOGY:

- All Covered IT Services
- Help Desk Support
- Optimized Print Services
- bizhub® Multifunction Printers



"Working with Konica Minolta and All Covered has been a very positive relationship. Their ability to provide Evergreen with a skilled workforce, and processes based on best practices has increased the value of our IT organization. This is a huge value for us and a breath of fresh air."

Larry Shutzberg, VP Information Technology and CIO for Evergreen Packaging

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Tim Camp, IT Services Delivery Manager for Evergreen Packaging



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Optimized Print Services (OPS)

Facilities Management



About All Covered

All Covered, a division of Konica Minolta Business Services U.S.A., Inc., is one of the nation's leading IT services companies. For over 15 years, All Covered has been helping businesses across all verticals with their IT support needs. All Covered has local offices in over 25 cities with more than 500 engineers, and is fully certified in all major technologies. Across the U.S., more businesses trust All Covered for their IT support than any other company. For more information, please visit www.AllCovered.com and follow [@allcovered](https://twitter.com/allcovered) on Twitter.