

# EDU Business Solutions Delivers Software Solution with Comprehensive Support Program for School District Print Shop

## At a Glance

**Solution:** District Print Shop Pro

**Customer:** Washoe County School District

**Location:** Reno, NV

**Name:** Brad Cralle, Computer Color Technician

**Years at district:** 15

**Number of schools:** 86

**Number of students:** 58,908

**Jobs per month:** 500 to 1,000

**Print shop employees:** 25

**Summary:** Large, fast-growing school district with a steady growth of jobs per month.

## EDU Differentiators

### 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 District Print Shop Pro, but they didn’t meet our needs. District Print Shop Pro, the solution designed specifically for school district print shops, 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 District Print Shop Pro (DPSP), print shop operations at Washoe were manual. Every job had to be written down on a piece of paper; a calculator was used for charge backs; 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.

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## Engagement

The Washoe Printing Services Department purchased DPSP in February 2003. The decision to purchase DPSP 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.

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 DPSP 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, EDU has enabled the shop to save time and money, provide enhanced customer service, and successfully increase their jobs per month.

DPSP's charge back feature has been particularly advantageous to Washoe due to the tremendous amount of time it saves the administrative staff. Prior to DPSP, 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 DPSP, where it automatically calculates the amount to charge back and invoice, including determining which department account numbers to charge and when. Reports are compiled with one click.

The Washoe print shop will soon implement the Online Customer Order Management tool throughout the district. This will enable all print shop customers to order jobs, check the status of jobs and request approval of jobs from their computers 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 provided 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.

EDU Business Solutions  
630 Ash Street  
San Diego, CA 92101  
Phone: (619) 881-0295  
Toll-free: (888) 673-8424  
[www.edubusinesssolutions.com](http://www.edubusinesssolutions.com)