

 CENTER
THEATRE
GROUP

CENTER THEATRE GROUP SUCCESS STORY

“

After evaluating a number of vendors, we chose Revolution Office who reduced our costs by 37% and saved us \$119,000.

They are incredibly attentive, responsive, and proactive in managing our account and we could not be happier with our relationship with them.

”

Sarah Sturdivant
Director of Finance
and Technology
Center Theatre Group

TALK TO US
800-941-9248

9043 Lurline Avenue
Chatsworth, CA 91311

Email us:
info@revolutionoffice.com

Follow us on LinkedIn

For over 50 years, Center Theatre Group has been dedicated to serving Los Angeles' diverse audiences by producing and presenting top-tier theatre, nurturing emerging artists, engaging new viewers, and fostering youth outreach and arts education programs.

PROBLEM

Center Theatre Group (CTG) is one of the nation's most influential non-profit theatre companies and had an aging fleet of 17 copier devices and an equipment lease that was about to expire. **With inconsistent equipment and service performance, the IT help desk spent significant time solving copier issues.** They **lacked reporting data** to understand user behavior and usage levels, and with a heavy guest population printing to the devices, **network security was also a concern.** Additionally, CTG wanted to evaluate facility needs, which included multiple moves between temporary and permanent spaces. **CTG needed a document technology partner who could offer them state-of-the-art technology, best-in-class service, flexibility to address the uncertainty of their facility transition, and a significant cost reduction.**

SOLUTION

Revolution Office provided CTG with a combination of five-year leases and short-term rental devices, which now gives CTG time to better understand their facility needs and the flexibility to make changes at a later date. Revolution Office also included a **Papercut print management solution allowing for a centralized, easily maintained, extensive user print control mechanism.** Papercut provides detailed reporting and secure printing, as well as a guest printing option without network access. Revolution Office also delivered an **automated toner replenishment program.**

RESULT

CTG's copier and associated service **costs were reduced by 37%, which equates to a \$119,000 savings over the term. Service response time improved to 3.2 hours, and equipment uptime improved to 97.3%.** IT tickets related to the copiers have **dropped from over 20 per month to 1-2 per month** and are now resolved within hours versus days. **Today, less than 1% of all open tickets are copier-related, which has freed up CTG's IT team to focus on other end-user requests and bigger IT initiatives.** CTG visitors can now easily print to their new devices without network encroachment or IT intervention. Toner now arrives via an automated system based on preset replenishment levels.