

# Republic Airways Holdings Nationwide Print Fleet Management



**“Cannon IV has raised the bar. They work as an extension of Republic Airways not just in Indianapolis, but also in the field beyond Indianapolis.” – Chris Stebbins, IT Service Desk Manager**

## Objective

Partner with an organization to better understand, track, and manage the costs associated with their printing and imaging fleet, develop a strategic device procurement and placement plan, and implement a consistent and reliable, nationwide support model that extends Republic’s internal IT support services.

## Approach

Provide an all-encompassing solution that includes nationwide onsite service, consumables, repair parts, quarterly billing, and strategic fleet reporting and consultation

## Technology

HP Single Function Monochrome Workgroup Printers

HP Single Function Color Workgroup Printers

HP Multifunction Monochrome and Color Printers

HP Portable Print and Thin Client Workstations for Maintenance Hangars

HP Digital Sending Software (DSS) – Document capture and automated workflow processes utilizing HP MFPs.

## Benefits

Consistent high quality nationwide onsite support that acts as an extension of Republic’s internal IT support services staff lowering device downtime

Outsourced managed print services provides accurate accounting of document output costs

Device consolidation and redeployment strategy to increase Return on Assets

Device procurement standardization based on department and end-user volume to reduce capital expenditures and operating costs



The airline industry by nature is a fast-paced, detail-oriented environment. This rapid environment demands the requirement of efficient processes and real-time results. Republic Airways Holdings, a long-time leader in the industry, is no exception to that rule. An early adopter of technology to enhance business processes, Republic Airways has done a tremendous job of rightsizing and balancing the document output devices they have and placing them in the most efficient locations. However, they understood years ago the need for continuous improvement in processes, especially for a company spanning the nation in such a competitive industry. This understanding brought forth the search for a company, a partner that could help them continuously advance their technology, improve processes and realize their goals.

In 2007, Cannon IV, Inc., an HP Document Solutions Specialist, began working with Republic Airways. The goal was to outsource the management of Republic’s fleet document output devices on a national basis to manage operating costs and increase user satisfaction. Republic Airways recognized Cannon IV as a respected industry leader in managed print services. Neither company wasted any time with an eye fixated on implementing an all-inclusive managed print services solution and consistent, reliable service and support to all of their locations.

## Challenge

As you can imagine, being an airline company, Republic Airways operates in locations all over the map. Therefore, the challenge in this case was to have the ability to reach all locations nationwide. Before Cannon IV, Republic was saddled with the task of troubleshooting in each location and finding local repair when equipment needed servicing. For example, if there was an equipment or troubleshooting issue in New York, Republic Airways would have to search for local source or fly one of their own out there to deal with the issue.

The challenge for Republic Airways also carried over in to printer consumables, with each location having their own inconsistent processes for toner and other supplies. These inconsistencies led to a more difficult undertaking of identifying and effectively tracking expenditures. The relationship with Cannon IV began with the need for a more unified approach to solving problems across the whole fleet and not just in one location.

**“Cannon IV showed us the benefit of consolidating the logistics of procuring, supplying and supporting our entire fleet.”**

**– Chris Stebbins**

## Solution

Before the Cannon IV and Republic Airways partnership, Republic worked with a local provider in Indianapolis, and even at the time was quite happy with that provider. However, what they realized was the need for a nationwide solution across their entire fleet of output devices. Cannon IV’s Managed Print Services Solution took the transactional steps out of the process by developing a strategic, organization-wide solution that supplied to and supported the entire Republic Airway’s organization. This resulted in an easy-to-use, authenticated, on-line ordering and device management system that drastically reduced the number of invoices quarterly and virtually eliminated the numerous costly individual transactions for toner and service. As stated by Stebbins, “Cannon IV brought to the table the ability to tackle the whole system.”

Already using HP’s Digital Sending Software (DSS) to capture and route documents with a limited number of HP MFPs, Cannon IV proposed a strategy of fully deploying the HP DSS application server with the standardized new line of HP MFPs that could fully optimize their print fleet and corresponding document workflow. The proposition and implementation of this model proved to be another confirmation of Cannon IV’s business compatibility with Republic Airways during the selection process and ongoing relationship. “The company-wide implementation of the HP M4345 MFPs has enhanced our fleet and standardization onsite and in remote locations,” said Stebbins. “Also, we have been very impressed with the durability of the HP MFPs.”

## LOCATIONS

Indianapolis, IN  
Columbus, OH.  
Louisville, KY  
Denver, CO.  
Milwaukee, WI

Kansas City, MO  
Newark, NJ  
Flushing, NY  
Tunica, MS  
Pittsburgh, PA

St. Louis, MO  
Washington, D.C.  
Charlotte, NC  
Chicago, IL  
Laughlin/  
Bullhead City, AZ

Atlantic City, NJ  
Cincinnati, OH  
Greensboro, NC  
Nashville, TN  
Philadelphia, PA



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## Results

Cannon IV firmly believes in the adage “if you can’t measure it, you can’t manage it.” A critical component of Cannon IV’s MPS program is the ongoing monitoring of the fleet of devices to identify opportunities for improvement. “Cannon IV showed us the benefit of consolidating the logistics of the supplies and services all put together,” recalled Stebbins. This took the burden off our CIO, Aaron Workman, of having to go through the financial analysis every year to see how much they were spending on toner, isolating that from the volume of print and pages per location. Jim Widmann, Director, IT Infrastructure and Operations, explained “Cannon IV is able to put that together for us and give us a snapshot of each location as well as what we are doing in totality.” In result, the easy access to print management metrics, combined with bi-annual account reviews, allows Republic Airways much better visibility of what they were actually doing from a workload standpoint as well as a cost standpoint.

## The Partnership

“Cannon IV has raised the bar. They work as an extension of Republic Airways not just in Indianapolis, but also in the field beyond Indianapolis,” explained Stebbins. “We view it as a partnership and not just a vendor relationship. Cannon IV has been very forthright and transparent, and we hope to be longtime partners.”

As a family-owned business, Cannon IV takes pride in our longstanding business relationships. For over 40 years, Cannon IV has listened to the needs of the customer and delivered a customized solution to meet those unique needs.

## Call Cannon IV Today

Cannon IV earned the business of Republic Airways through the offering of a comprehensive solution to their entire system including equipment, supplies and outstanding service. If your business is looking for similar benefits in its printing equipment and services provider, please call Cannon IV today at (800) 825-7779 or visit us online at [www.cannon4.com](http://www.cannon4.com).

## Company Story

The standardization we get with Cannon IV is huge. For example, we may have a flight crew that is moving throughout the system, so they are on the ground for a limited amount of time. They have a task when they get off a flight and need to send their paper work to HR and are confident they can walk up to a standardized machine and process and know how it works. The standardization is great for the user in those cases. Even maintenance is trained on and uses these devices – mostly for scanning purposes, but for some printing. Usability is key in tracking the materials that are needed for the plane associated with maintenance. This became a crucial process depended on by remote users. The use of “Scan-to-folder” is the main part of that. Primarily used for maintenance record scanning, this is extremely important within the industry. Anything that is done on each jet must be documented. Republic must submit all records associated with each jet when the aircraft is returned from lease or sold. Therefore, there is a real-time need for these devices in order to process documents and release a flight. The plane cannot leave the gate until the mechanic sends a copy of the signoff to maintenance control. Our HP MFP devices make all our jobs here Republic Airways easier.

## About Cannon IV

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Cannon IV, Inc., founded in 1974 is the leading independent provider of managed print services and document management solutions with more than 3,500 clients nationwide. Cannon IV integrates best-in-class systems from leading manufacturers such as Hewlett-Packard, Lexmark, Toshiba, PaperCut, and Perceptive Software, to improve document workflow and efficiency. As an HP Managed Print Advanced Specialist, Document Solutions Specialist, Graphics Specialist, Public Sector Specialist, and Healthcare Specialist certified business partner and an official Lexmark Office Solutions Provider dealer, Cannon IV is dedicated to staying ahead of the ever-changing world of office technology.



## About Republic Airways Holdings

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Republic Airways Holdings is an airline holding company and owner of Chautauqua Airlines, Republic Airlines and Shuttle America. The Company is headquartered in Indianapolis, Indiana.

Republic Airways airlines operate a combined fleet of more than 250 aircraft and offer scheduled passenger service on over 1,300 flights daily to more than 110 cities in the U.S., Canada and the Bahamas through fixed-fee flights operated under airline partner brands, including American Eagle, Delta Connection, United Express, and US Airways Express.

Republic Airways' business strategy was developed by an experienced team of senior airline executives and incorporates sound business strategies and insights for the development and management of airlines operating throughout the United States.



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