

**CASE STUDY:**

# Transforming Print Management for a Regional Financial Institution





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

### **CLIENT**

A large financial institution operating across the Caribbean.

### **OBJECTIVE**

Build a more reliable, efficient and cost-effective print environment that enhances productivity and service delivery.

### **SOLUTION**

Regional Managed Print Services (MPS) delivered by MC Systems, in partnership with Lexmark.

### **IMPACT**

Fleet uptime increased to 98%, downtime cut by over 60%, and print costs became predictable.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## **CLIENT**

A large financial institution with branches across the Caribbean recognised that printing, while often taken for granted, directly impacts customer experience and internal efficiency. With a significant presence in Jamaica and operations across multiple countries, the bank needed a print environment that it could depend on: reliable, compliance and cost controlled.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## **CLIENT OVERVIEW**

A major financial institution with operations across the Caribbean set out to modernise its print environment to improve both employee and customer experiences. With a major hub in Jamaica and a network of regional branches, the bank needed a print solution that was reliable, secure and could keep up with demand.

Printing had long been viewed as an assumed service, essential but rarely prioritised as a critical part of the business process. Leadership recognised that behind every customer-facing interaction and internal transaction, reliable printing played a quiet but vital role in overall service quality.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

### **BACKGROUND AND CONTEXT**

Printing was viewed as a critical part of banking operations. However, as the institution expanded across the Caribbean, maintaining print efficiency became complex.

To gain better control and reliability, the bank leveraged its existing global partnership with Lexmark to roll out a regional Managed Print Services solution, supported locally by MC Systems.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## THE CHALLENGE

The bank had persistent issues that negatively affected performance and service quality:

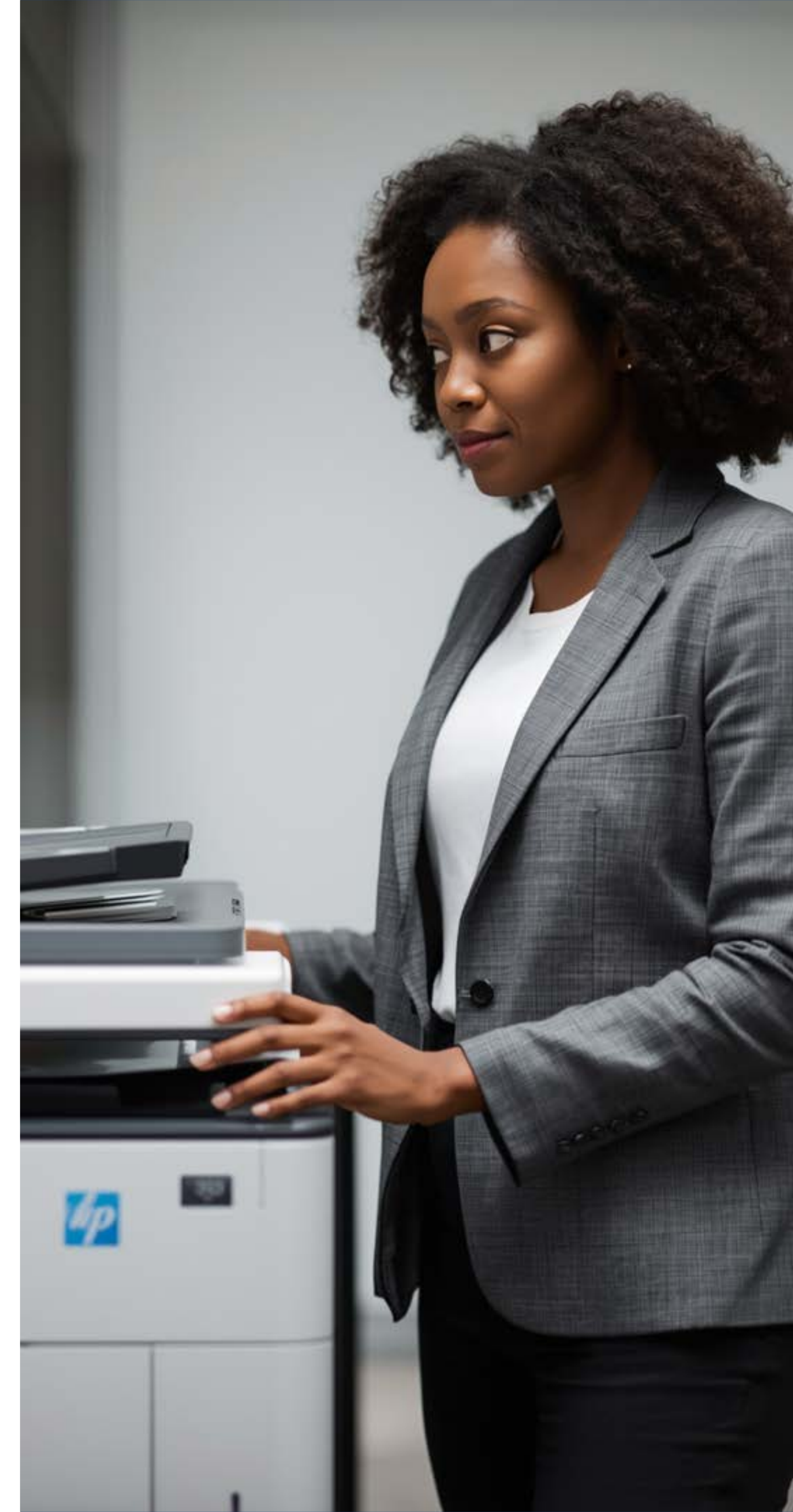
**Service gaps:** Some locations waited over 72 hours for support, forcing teams to find workarounds.

**Regional complexity:** It was more expensive and time-consuming to manage a fleet that was dispersed across several islands.

**Device reliability:** Frequent breakdowns slowed down transaction-heavy workflows.

**People impact:** Staff regularly diverted from customer service to address printer issues, which lowered productivity and morale.

Without a clear plan, print inefficiencies were quietly eroding both the employee and customer experience.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## THE SOLUTION

MC Systems worked with the financial institution to deliver a Managed Print Services (MPS) program designed around its regional operations and compliance requirements. The solution focused on reliability, visibility and responsiveness.

- **Fleet replacement:** Outdated printers were replaced with modern, high-performance devices built for banking workloads. Fleet uptime now averages 98% ensuring smooth, consistent service.
- **Ongoing engagement:** Monthly operational meetings keep teams connected, performance transparent, and improvements ongoing.
- **Regional coverage:** MC Systems' Caribbean-wide service network provides quick, dependable support, wherever the branch is located.
- **Policy-sensitive monitoring:** Due to strict internal compliance policies, real-time monitoring tools are limited. MC Systems uses a log-and-dispatch model with guaranteed response times of under 10 hours to maintain accountability and quick resolution.

The result is a dependable, secure print environment that frees staff to focus on customers instead of technical issues.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## **IMPLEMENTATION**

MC Systems completed a full fleet refresh across all regional branches, upgrading every device to meet banking standards. From large corporate offices to small branches, every site now benefits from standardised devices, proactive maintenance, and consistent reporting under one managed service model.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## **RESULTS AND BENEFITS**

The results have been both operational and cultural:

**Downtime reduced by more than 60%** with most issues resolved within the same business day.

**Fleet uptime averaging 98%** for sustained reliability.

**Predictable print costs** under a transparent managed model.

**Improved oversight** through regular reporting and monthly operational reviews.

**Improved employee experience**, with less time spent troubleshooting.

**Better customer experience**, thanks to faster internal workflows and quicker service delivery.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## **LESSONS LEARNED**

This partnership proves that even behind-the-scenes systems like printing have a direct impact on customer satisfaction. MC Systems demonstrates how a managed service model can turn a routine process into a strategic advantage by aligning global technology with regional expertise.





[www.mcsystems.com](http://www.mcsystems.com)

**TAKING YOUR BUSINESS BEYOND**

## LOOKING AHEAD

MC Systems continues to support the bank through regular performance reviews. Both teams are focused on building a print environment that remains reliable, efficient, and nearly invisible to users, so employees can concentrate on customers. Jointly, they are exploring:

- Enhanced print security features to protect sensitive banking information.
- Digitising initiatives to reduce reliance on paper-based workflows.
- Predictive maintenance tools to anticipate issues before they occur.

This case illustrates how managed print services, when tailored to client needs and regional realities, can create lasting operational and financial benefits.

