



Towne Mailer Drives Down Costs and Improves Turnaround Times with Production Printing from J&H, Inc.

Challenges

Based in Missoula, Montana, Towne Mailer helps a variety of businesses across the United States print, process and mail invoices. Their diverse client base includes large medical facilities and tech companies as well as small, family-owned businesses. With large production printing facilities and an easy-to-upload document interface, Towne Mailer is able to drastically reduce printing costs and eliminate hours of tedious work for their customers. Clients simply upload their invoices and monthly statements to their secure, encrypted server and Towne Mailer does the rest.

Three years ago, Towne Mailer's devices were printing at half their factory-rated speed. Their old printers also created stifling heat, unnecessary noise and an ozone odor on the production floor. To top it off, they required weekly maintenance. With a business built on quick, reliable and high-quality printing, solving the issues with their production printers became Towne Mailer's top priority.

Solutions

In December 2014, Towne Mailer contracted with J&H, Inc. to install three Canon varioPRINT 135 Production Printers to replace their older devices. They were so pleased with the production printers and service that they requested an upgrade to the newest models at the conclusion of their 2014 lease. So in December 2017 and January 2018, J&H installed three new Canon varioPrint 140 Production Printers. The new systems include the 140 page print engine, four-drawer EPIM and Stacker.

Results

- **Enhanced Reliability** – From 2014 to 2017, each new device ran over 8,000,000 prints while the number of service calls was reduced by 99%--a huge boost in reliability. Plus, they eliminated the ozone smell and unnecessary noise.
- **Improved Customer Service** – The reliability of the new systems along with their high output and superior image quality allows Towne Mailer to provide the best printing possible, ensuring continued customer satisfaction.
- **Faster Printing** – Now Towne Mailer can continually print and keep up with demand, eliminating costly delays and disruptions to their service.

"We have had 1% of the downtime of the previous Sharp Machines, and during the summer it used to be so hot in our office it was unbearable, but now the Varioprint machines produce 10% of the heat of the older printers."

Robert Drake - Production Manager

Products

- **Canon Varioprint 140 Production Printer**
- **Canon Varioprint 4 drawer EPIM**
- **Canon Varioprint Stacker**

J&H, Inc.
203 Haggerty Lane
Bozeman, MT 59715
406-586-3103
www.jhoe.com

