

In a small architectural firm, the costs related to printing (especially oversized documents) can easily take a sizable bite out of project fees and such a loss can be very difficult to absorb. We needed a way to track and account for our in-house printing so that we could transfer the printing expenses associated with project documentation to our clients.

First and foremost, we needed a package that would provide features like tracking by project number and a way for our users to define how to bill the print from their local machine. We looked at several offerings, but found that PrintLimit's Print Job Tracker paired with Print Job Agent fit the bill perfectly.

Second, we needed a solution that would be simple to install and operate since there is no distinct I.T. department in our small office. Several of our associates pool their knowledge and time to manage the systems and software in our small business, so it was important to us that we could get a reliable product that also included good support and assistance with configuring. We found that it took little effort to install and configure for our network and creating the reports was a breeze.

Third, we wanted assurance that we would have the benefit of software support beyond the sale. After a short trial of Print Job Tracker, we found that there were very few issues with setting it up and the couple minor snags we hit were quickly resolved by the extremely responsive support staff at PrintLimit. Not only did they help us isolate and solve those problems, but also when we proposed a new feature in the Print Job Agent, they addressed our request and executed it in the same day. It quickly became obvious that the type of guidance and attentiveness they provided went above and beyond what we had expected, and that it would be foolish to take our business to anywhere else.

Finally, the cost to realize a print tracking solution was definitely a concern. As with most small businesses, cash flow can be an issue at times. We shopped around for several different packages that could satisfy our requirements and determined that PrintLimit easily had the most affordable package for a small company of 8. In fact, by our calculations, the product will pay for itself through the recovery of printing costs in 2 months of billing. It made an enormous impression on all of us when we discovered how much money we were losing and how much we could retrieve through print tracking,

In conclusion, we have been extremely satisfied with the software and support provided by the great people at PrintLimit, and enthusiastically recommend their product. We firmly believe that our purchase of the tracking suite from PrintLimit was both a sound and lucrative decision. Thank you so much for everything; we greatly appreciate all that you've done to solve our print management and billing crisis!

Sincerely-

Michael Laird  
Architect  
Shaw Hofstra + Associates  
Kansas City, Missouri