

Bio-Techne

HP MPS transforms printing to deliver improved quality, reliability

biotechne®

Business Need

- Improve print reliability and quality



HP Solution

- Bio-Techne chooses HP MPS over local incumbent service provider
- Replaced remanufactured toner cartridges with Original HP supplies for reliable, high-quality print output
- Re-deployed or replaced existing printers to right-size the printing fleet

Client Outcome

- Improved from 2-3 day service response to same- or next-day response
- Greater printer reliability improves employee convenience, productivity
- Improved print quality removes need to reprint inferior output
- Optimizing and right-sizing print environment helps improve reliability and per-page costs
- Increased availability of MFP scanning features facilitates digital document distribution and storage meeting FDA requirements



“When we switched to HP MPS, we got a lot of positive feedback. Employees noticed that the printers were reliable and the print quality was better. No more delays for service. No need to reprint customer documentation due to poor quality prints. Just smooth sailing.”

—Joe Tetrault, Desktop Support Specialist
Bio-Techne

“What made things worse was the requirement to use their in-house remanufactured toner. Toner cartridges leaked, they had problems with streaking and leaving spots on printed pages, and occasionally, they actually blew up inside the printers.”

—Joe Tetrault, Desktop Support Specialist
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“Using reman cartridges cost us dearly in inconvenience, printer downtime and lost productivity.”

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“It’s just been so easy. The service is amazing. Anything we need gets taken care of immediately.”

—Joe Tetrault, Desktop Support Specialist
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“HP expertise helps us everyday. We simply can’t take the time to research the latest and greatest technology for every purchase we make. It’s great to have someone else looking over our fleet and experts advising us when a new product will work for us.”

—Joe Tetrault, Desktop Support Specialist
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