

Lexmark's new X342n all-in-one is right at home for Putnam Investments' Work-at-Home employees.

Putnam Investments strengthens Work-at-Home program with Lexmark X342n

The Organization

Putnam Investments is a global money-management firm with more than 68 years of investment experience, \$191 billion in assets under management, 177 institutional clients and nearly 10 million shareholders and retirement plan participants.

Putnam's broad range of investment products includes institutional portfolios; 401(k)s, IRAs, and other retirement plans; mutual funds; variable annuities; and alternative investments for institutions and high-net-worth investors.

The Challenge

Christopher Graham, Team Leader for Putnam's Work-at-Home program, supports the technology needs of more than 600 employees in 21 states and another five multi-user remote sites, including two in Canada.

These employees include telephone agents, traders, processors and sales personnel. PCs, laptops, connectivity, networking, telephony and printing/copying/faxing needs are determined by each business unit and implemented, managed and maintained by Graham and his team.

According to Graham, several key printer criteria must be met for Putnam's Work-at-Home employees. These criteria include a small footprint, ease of set up and use, print quality and warranty. A laser-based multifunction printer (MFP) that can print, copy, fax and scan in a single device has been Graham's choice since the program's inception several years ago.

"Work-at-Home employees typically have small offices, so the devices we provide must be small and easy to lift," said Graham. "Competitive devices in this same class are often too big and too heavy."

"Moving forward, the Lexmark X342n will be the model we recommend for all Putnam business units for our Work-at-Home employees."

**PUTNAM
INVESTMENTS**



—Christopher Graham
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Quality is also important since many Work-at-Home employees print customer-facing documents that need to reflect well on the company's brand and image.

"Some Work-at-Home employees are developing proposals to acquire the 401(k) program offering of many large corporations so it's got to be a true laser device," said Graham. "An inkjet just doesn't have the



Christopher Graham of Putnam Investments with Lexmark's X342n.

print quality we're looking for, and smudging just isn't an option for important documents such as proposals, schematics, flow charts and spreadsheets."

When service is needed, sending a technician to fix a home-based employee's printer isn't always easy. Consequently, the devices Putnam selects must be easy to use and maintain by the employees themselves and supported by a solid warranty.

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—Christopher Graham

"Toner cartridges have to be easily accessible and intuitive to change," said Graham. "Paper jams have to be minimal and easy to clear."

The Solution

To meet the needs of Putnam's Work-at-Home program, Graham evaluated the Lexmark X342n, an up to 27-page per minute laser-based MFP. According to Graham, the X342n is ideally suited for Putnam's Work-at-Home employees.

"The X342n is an attractive device that's small enough to meet our space and weight limitations," said Graham. "Set up is easy and the operator panel is simple to understand and use."

One key benefit of the X342n, according to Graham, is the two-piece toner cartridge assembly. "Now we only have to replace the toner portion of the cartridge when we run out. This will save us quite a bit of money."

The X342n incorporates a full legal-size scanner, a feature essential to many Work-at-Home employees. The scanner's "book hinges" make it easy to copy and scan thick documents without damaging the hardware, as was the case with a competitive model used in the program previously.

With the Lexmark X342n, changes requested by 401(k) program participants can be scanned by Work-at-Home employees and immediately entered into Putnam's workflow process. That's why document readability and integrity is so critical.

The Results

Even the best hardware must be backed up by an even better warranty, according to Graham. The Lexmark X342n includes a one-year OnSite warranty. Putnam's Work-at-Home employees can be confident that if service is required, the Lexmark X342n will be serviced promptly, right in their own home office, eliminating the need to ship the unit in for repair.

"In many ways, it's the little things that make a big difference to our Work-at-Home employees," said Graham. "For example, documents to be faxed or scanned are put into the automatic document feeder face-up. This makes everything so much easier. Previously, we had to put a sticker on models that required face-down operation. It just wasn't as intuitive as Lexmark's approach with the X342n."

Graham intends to spread the word about Lexmark's X342n with his technology colleagues throughout Putnam.

"Moving forward, the Lexmark X342n will be the model we recommend for all business units for our Work-at-Home employees," said Graham.

Lexmark X342n

