



From Chaos to Control: Lokey Automotive's Print Turnaround with WCC

Transforming downtime
and print costs with fast,
reliable support.

CUSTOMER OVERVIEW

Lokey Automotive Group is a family-owned, trusted car dealer with four locations in Tampa Bay, including Kia, Nissan, Volkswagen, and Subaru franchises. Striving to help customers find the right vehicle and deliver world-class service, Lokey needed a print solution that could keep up with growing demand and ensure smooth operations.

“

We knew WCC could provide the support we needed to manage our print costs and respond to service calls quickly.

— Angela Kuhl, Accounting Controller, Lokey Automotive Group



THE CHALLENGE

With over 300 employees utilizing printers and copiers across four dealerships, Lokey faced serious challenges with their previous print vendor, including:



- Frequent print errors causing downtime
- Toner tracking and replenishment issues
- Slow, unreliable service response time overwhelming operations
- Uncontrolled print usage and visibility
- Increasing operation and supply costs
- Outdated technology causing print security risks
- Lack of a print cartridge recycling program

THE WCC SOLUTION

After a thorough print assessment, WCC implemented a fully managed print strategy by swapping and consolidating their entire print fleet with new networked printers and multi-function devices. Highlights include:

- **Equipment Refresh:** Executed a one-for-one swap and consolidated devices in low performing departments.
- **Device Monitoring:** Continues to track toner levels and print volumes to replenish supplies on time and help control costs.
- **Fast Service:** With an average response time of less than one hour, WCC ensures devices run smoothly without interrupting sales and business operations.
- **Onsite Support:** The service and supply teams visit Lokey dealerships weekly for proactive maintenance and to fulfill toner supply replenishment.
- **Going Green:** With a fully managed print solution, Lokey focuses on toner cartridge recycling to support the local environment.

THE BUSINESS IMPACT

Lokey Automotive Group has seen measurable results since partnering with WCC, including:

- Increased productivity across all locations due to reduced downtime.
- Average of 1-hour response time for maintenance calls.
- Hand-delivered toner and supplies to the correct locations.
- Significant cost savings through print consolidation and usage tracking.
- Minimized carbon footprint with energy-efficient devices and toner recycling.
- Stronger security of confidential client and business information.

“We like partnering with a local, privately owned company like we are. This helps us support the local business community and gives us the advantage of being able to communicate directly with the owner (Gordy) and his team who have been outstanding!”

— Angela Kuhl, Accounting Controller, Lokey Automotive Group

About WCC

For nearly 50 years, WCC Business Solutions has been helping Tampa Bay businesses work smarter. We specialize in secure, responsive, and fully managed print solutions that reduce downtime, cut costs, and improve productivity. Only WCC offers a 3-hour response time guarantee as part of our customer-first approach trusted by organizations of all sizes.

Why WCC?

“When problems do arise, WCC is very quick to respond with personalized and professional service so we can keep focused on helping our Lokey customers.”

— Angela Kuhl, Accounting Controller, Lokey Automotive Group

Ready to transform your print environment?

Call WCC Business Solutions at (727) 561-0099

Visit us at wccbs.com

