St. Luke's
Life Changing Vision

FAST SERVICE.
BETTER CARE.

How responsive service transformed St. Luke's patient care and operational efficiency.

CUSTOMER OVERVIEW

St. Luke's Cataract & Laser Institute is a nationally recognized leader in ophthalmology with over 8 locations across Florida. Committed to delivering world-class vision care, their technology infrastructure, including networked printers and copiers, plays a vital role in ensuring smooth patient experiences.

> "
> *We partnered with WCC to help us modernize our print strategy, reduce downtime and lower costs for more than 100 devices across 8 locations.*
>
> — **Brian Polak**, CIO, St. Luke's Cataract & Laser Institute

THE CHALLENGE

Managing over 100 printers and copiers across multiple locations, St. Luke's CIO, **Brian Polak**, faced multiple challenges with their previous vendor, including:

- Frequent printer and copier downtime disrupting patient care.
- Slow, unreliable service response times.
- Toner tracking, service requests, and supply issues overwhelming their IT team.
- Uncontrolled print usage and poor visibility of print costs.
- Security concerns from outdated, non-networked devices.
- Overspending on toner inventory.

THE WCC SOLUTION

WCC replaced the entire legacy fleet with **approximately 100 networked printers and multifunction devices**, each selected and placed based on department needs.

- **Flawless Implementation:** Devices were preconfigured with IP addresses, contact lists, and custom settings before delivery making installation plug-and-play.

- **Onsite, Phased Rollout:** WCC deployed the fleet location by location, ensuring each device was fully operational before moving on.

- **End-User Training:** Expert technicians trained every team member to maximize adoption and productivity.

- **Auto Toner Fulfillment:** Toner now ships **before** it's needed eliminating stockouts and saving thousands in supply costs.

- **Print Restrictions:** Access controls by user or department improve accountability and budget predictability.

- **Fully Managed Print Services:** WCC handles everything so their IT team can stay focused on strategic priorities.

THE BUSINESS IMPACT

Since partnering with WCC, St. Luke's has experienced powerful results:

- Operational cost savings
- Critical time savings for the IT team
- Improved workflow efficiency across locations
- More secure devices with built-in data protection
- Automated toner replenishment
- Smaller carbon footprint with energy-efficient devices

> *Their customer-first focus has delivered faster response time and a much more robust printing solution for St. Luke's. I highly recommend them.*
> — **Brian Polak**, CIO

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?

> *WCC is proactive, not reactive. They're innovative, dependable, and take full ownership—so we don't have to. They make our job easier, and that lets us focus on what matters most: delivering excellent patient care.*
> — **Brian Polak**, CIO

Ready to transform your print environment?
Call WCC Business Solutions at (727) 561-0099
Visit us at **wccbs.com**

WCC
Business Solutions