

PRODUCTION PRINT HARDWARE

Reclaiming Margin and Control by Bringing Premium Print In-House

A graphics company ends its reliance on outsourced specialty print, and keeps the margin.

ABOUT THE CLIENT

A small, highly capable graphics company with a team of four specialists, serving clients who expect premium quality on specialty colour and high-value print applications. Their reputation was built on work they could not fully produce in house themselves.

CASE HIGHLIGHTS

Industry: Graphics and Commercial Print

Company Size: 4 Employees

Region: Greater Toronto Area

Service Line: Production Print Hardware

Solution: Xerox Proficio PX500 with hubTGI Workflow Automation

The Scenario

Every specialty colour job and premium print application had to go out the door to a third-party vendor. The work came back as ordered, but the margin, the timeline, and the control were lost along the way. Each outsourced job meant:

- Waiting on someone else's production schedule before they could deliver to their own clients.
- Managing a constant back and forth of proofs, revisions, and coordination that pulled the team away from billable work.
- Accepting thinner margins on their most sellable, highest-value output.

The Challenge

Outsourcing had quietly become a structural drag on profitability. The team had no in-house means of producing specialty colour and premium applications at all, so every one of those jobs had to leave the building, with the cost and the calendar set by somebody else.

The cost of that went well beyond margin. It took them out of the running on any job that needed a quick turnaround, and it left them unable to compete whenever a bid came down to price. Work they were fully qualified to win was going elsewhere. What they needed was production capability of their own: a press that could hold their quality standard, and a workflow that let four people absorb the volume without adding headcount or disrupting daily operations.

The Solution

hubTGI assessed their existing workflow and their true cost of outsourcing, then built a path to bring premium production in-house with the Xerox Proficio PX500.

- **Proficio PX500 deployment** matched to their exact specialty colour and premium application requirements.
- **hubTGI workflow automation** routing previously outsourced job types through in-house production with no added steps for the team.
- **Optimized cost-per-document structure** that lowered per-job cost and improved margin on every premium order.
- **Scalable setup** that supports increased high-value volume without straining capacity or adding overhead.

"We were outsourcing work we should have owned. Bringing it in-house did not just save us money, it gave us back control of our own schedule."

OWNER, GRAPHICS AND PRINT SERVICES COMPANY

Business Impact

Within weeks the team was producing specialty work internally, with no new hires and no disruption to daily output.

25-35%

INCREASED MARGIN

- ✓ Higher margins on every premium print order.
- ✓ Faster turnaround without vendor delays.
- ✓ Lower cost per document across production.

8-12

HOURS SAVED WEEKLY

Zero

ADDED HEADCOUNT

- ✓ Premium revenue retained fully in-house.
- ✓ Direct quality control on specialty output.
- ✓ Capacity to say yes to high-value work.

About hubTGI

hubTGI is a Canadian-owned Managed Technology Services provider and the largest Xerox Sales and Service Agent in Canada, spanning Print Services, Workflow Solutions, Managed IT, Cybersecurity, Cloud Services, and VoIP.

Want the Same Results?

If specialty colour or premium applications are still leaving your building, your margin and your turnaround times are leaving with them. Contact hubTGI to find out what bringing that work in house would return.

Contact us: 437-700-0913 | hubtgi.com



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