

Industry

Government

Organization

South Carolina Department of Employment & Workforce

Challenges

- Limited awareness of digital signage capabilities and cloud-based management
- High operational costs due to analog fax lines and outdated processes
- Difficulty tracking usage and controlling access on shared print devices
- Multiple offices across the state with no centralized print management system
- Inconsistent vendor support and lack of long-term strategic technology planning

Solutions

- Sharp digital signage displays with cloud-based management via NoviSign
- FaxCore digital fax server solution
- 60 Sharp multifunction printers deployed across offices
- PaperCut print management software
- MICAS device monitoring system
- Quarterly Business Reviews (QBRs) to ensure long-term success

Results

- Reliable print infrastructure across more than 60 locations
- Streamlined faxing workflows with secure, digital delivery
- Centralized visibility into usage, billing, and device health
- Improved staff productivity through reduced toner concerns and manual meter reads
- Ongoing collaboration and optimization through scheduled QBRs

South Carolina DEW Embraces Long-Term Tech Strategy with Sharp

Challenges

The South Carolina Department of Employment & Workforce (SC DEW) serves a broad population across numerous offices statewide. Like many public agencies, they faced challenges modernizing their technology infrastructure while navigating organizational requirements, careful decision-making processes and changes in IT leadership over the years. Prior to partnering with Sharp, their digital signage consisted of stand-alone TVs powered by USB drives and PowerPoint files. Additionally, reliance on analog fax lines and unmanaged print environments led to inefficiencies and high costs.

Technology Solutions

The SC DEW first partnered with Sharp through an RFP for digital signage approximately seven years ago. Sharp introduced them to a more modern, cloud-based signage platform using NoviSign, which transformed the agency's ability to communicate visually across its network. That success opened the door to further upgrades.

To address fax issues, Sharp implemented FaxCore, allowing departments to send and receive documents digitally and securely, eliminating reliance on outdated analog lines.

As copier contracts came up for renewal, Sharp introduced PaperCut and the Sharp multifunction printers (MFPs), emphasizing secure print workflows and user authentication via Active Directory and ID badge integration. The 60 Sharp MFPs, installed across agencies



throughout South Carolina, now support “Follow Me” printing for traveling staff and contractors.

To further streamline device management, MICAS was deployed to automate toner replacement, track usage and provide proactive service alerts. The agency now avoids stockpiling toner and no longer performs manual meter reads, saving time and reducing waste.

Most importantly, Sharp established consistent communication practices, including regular QBRs, ensuring the partnership remains proactive and aligned with the agency's evolving needs.

Proven Results:

SC DEW now enjoys streamlined operations, enhanced communication and better cost controls thanks to the layered approach Sharp took over several years. From digital signage to print and fax solutions, Sharp technology has enabled the organization to evolve while staying within budget and policy guidelines.

With centralized billing and the visibility provided through PaperCut and MICAS, the SC DEW now has a completely different experience managing its devices. Issues are identified immediately, ensuring quick response and resolution. MICAS has also simplified toner management, eliminating the need to track supplies manually. Toner arrives where and when it's needed, streamlining operations and reducing administrative effort.

By focusing on patience, trust and long-term value, Sharp transformed how the SC DEW operates and communicates across its offices, setting a benchmark for smart, scalable public sector innovation.