

## CASE STUDY

### MANAGED PRINT CASE STUDY: CHICAGO CUBS

## CHICAGO CUBS STREAMLINE EVERYDAY PRINTING AND HIGH-VOLUME GAME DAY DEMANDS

Wrigley Field is the home of the Three-Time World Champion Chicago Cubs.



“ GFC is the Managed Print expert. That’s why I know I can rely on them. They are 100% dialed in and take care of the details. ”

— **Steven Inman**  
*Vice President of Technology*

### The Challenge

At Wrigley Field, no two days look the same. The Chicago Cubs IT team manages long running strategic projects alongside unpredictable daily needs. Their print environment must support:

- Everyday printing for accounting, marketing and corporate partnerships
- High volume game notes for Media and Communications
- Thousands of seasonal workers using shared areas like “home base”
- Press box teams who rely on fast, accurate printed materials

With so many demands, the Cubs needed a Managed Print partner who understood their complex, high volume environment. Their fleet of small standalone devices created extra maintenance and limited scalability for intense game day workloads.

### The Solution

The Cubs partnered with Gordon Flesch Company (GFC), the Managed Print experts, to streamline their print fleet and build a more efficient, more secure and more scalable environment.

GFC helped the team eliminate many of their smaller standalone devices and replace them with shared multifunction printers. With the help of Output Management software, Home Base and Media Relations can be held in a digital queue until a staff member scans their badge to release for printing.

By right sizing the fleet into shared, higher volume devices, the Cubs gained everyday reliability while also preparing their busiest areas to handle rapid bursts of game day printing.

### The Results

Shared multifunction printers boosted print fleet efficiency and made document pickup simple. With fewer devices, the IT team now spends less time on maintenance and daily interruptions. Home Base and Media Relations rely on high volume machines built for peak output, each producing **over 200,000 prints per season** while handling everyday needs and rapid game note production with ease. Wrigley Field’s mix of seasonal staff, media operations and game day surges demands a partner who understands the rhythm of the ballpark, and GFC delivers proactive support that keeps every department printing smoothly.

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