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PRINTER SUPPORT CORP.

WHITE PAPER

Control Costs and Increase User Productivity with

MANAGED PRINT SERVICES

How Managed Print Services can cut expenses, improve user productivity and reduce IT and Administrative overhead

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Managed Print Services - White Paper

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   "By the year 2020 over 70% of organizations with more than 250 employees will adopt a Managed Print Program" (Gartner).

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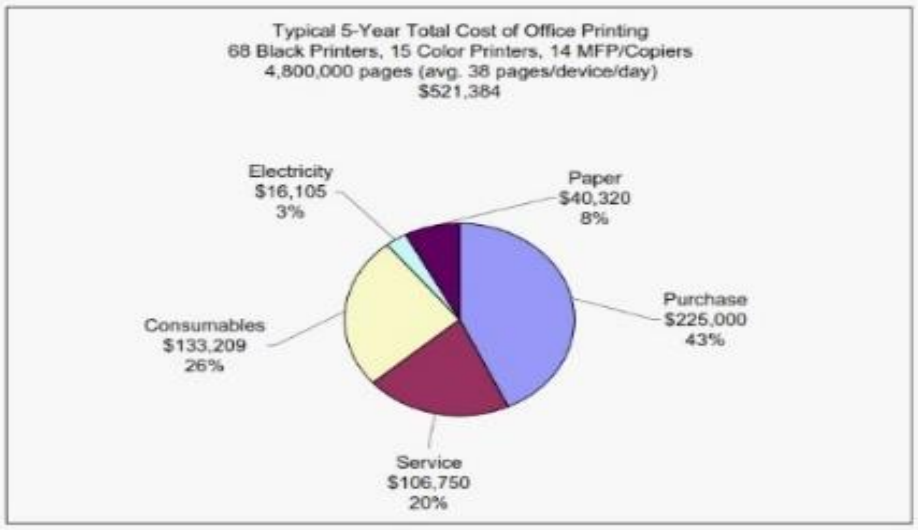
1) The Case for Managed Print Services (MPS)



Today, organizations are focusing on decreasing operational costs and maximizing productivity like never before.

Independent studies by Gartner, IDC, and CAP Ventures have concluded that organizations that actively manage their printing infrastructures stand to reduce their overall cost of printing by up to 30 percent. An average mid-size organization stands to save upwards of $100,000 over a 5-year period by implementing a Managed Print program.

More and more organizations are analyzing their Total Cost of Office Printing to identify opportunities to save money and increase productivity. It's no wonder that Gartner predicts that "by 2020, over 70% of businesses with 250 or more employees will adopt a Managed Print program".

The Total Cost of Office Printing is typically a major, unmanaged expense spread over multiple departments and cost centers with no single point of control or responsibility.

IT Costs

Printer acquisition costs

Printer service, repairs, maintenance agreements

IT Support (Help Desk, Installations, Upgrades, Disposals)

Purchasing and/or Facilities Costs

Printer consumables (toner)

Copier acquisition costs (leases)

Lease minimums (cost-per-print)

Lease exclusions (drums, etc.)

Copier service, repairs, maintenance agreements

Copier consumables (toner)

Fax phone lines

Administrative overhead (Purchasing)

Electricity

Individual Departmental Costs

It is not uncommon for individual departments to purchase their own printers and consumables with little concern for corporate standards, cost-of-printing or company-wide purchasing agreements.

Finance Costs

Administrative overhead (Invoice approval, Accounts Payable)

"No-Man's Land"

Excessive color printing

Printing to high-print cost devices

Excessive or obsolete consumables inventories

Under-utilized devices (low print volumes, unused functionality, etc.)

Optimizing a printing and imaging network for maximum efficiency, manageability and cost effectiveness requires a balanced mix of imaging and printing equipment along with an integrated print infrastructure and efficient network control.

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2) Defining Managed Print Services

Managed Print is simply what the name implies – a service that manages all your print devices (printers, copiers, fax machines) and all related direct and indirect costs. In a single word, Managed Print is "Control".

Managed Print is a continuous, ongoing process to Control, Manage and Reduce your office print/copy/fax costs and increase user productivity

- Printer, copier, fax machine support costs
- Printer, copier, fax machine acquisition costs
- Toner and consumables costs
- Fax telephone line costs
- IT support costs
- Purchasing and administrative costs

Managed Print is NOT:

- A one-time exercise
- Simply taking page counts
- Just quoting a price for service and consumables
- Cost-per-print (cost-per-print is just one way to pay for Managed Print)
- Using "industry average" costs factors

Objectives & Benefits of Managed Print

Financial Benefits

- Reduce and control your total cost of printing
- Provide a single point of financial control for all print related costs
- Provide a complete audit trail of all expenses
- Cost center and purchase history reporting
- Reduce IT, Purchasing and Finance administrative overhead
- Determine your current print/copy/fax total cost of printing
- Provide a predictable annual budget for all print costs
- Implement controls to raise user awareness of the cost of printing

Administrative Benefits

- Automate just-in-time toner and supplies replenishment. Decrease costs, increase productivity
- Eliminate excessive or obsolete toner and supplies inventories
- Eliminate “Toner-Out” situations – especially beneficial with “shared” print devices
- Manage toner usage and eliminate waste
- Provide instant access to your current and historical print/copy cost and performance data
- Implement and manage a Sustainability/Recycle Program, “Go Green Consumables & Devices”
- Reduce administrative costs associated with purchasing and paying for consumables

IT Benefits

- Reduce time spent supporting print devices
- Print devices are continuously monitored for device faults, error codes & consumables levels
- Identify problem print devices and non-cost-effective print devices
- Right size a balanced deployment of your print devices
- Identify under-utilized and over-utilized print devices
- Maximize the useful life of your print devices
- Identify devices approaching end-of-life
- Establish a cost-effective device refresh plan
- Provide the appropriate level of functionality for users (print, copy, scan, fax)
- Service history and device inventory reporting
- Ensure printing security compliance (HIPPA, Sarbanes-Oxley, etc.)

3) Managed Print - Best Practices

Develop a Print Strategy

For any organization to reduce printing costs, they must have a clear set of business goals that Managed Print will address. Best practices also conclude that fleet assessment and management should be device manufacturer independent in order to achieve the highest degree of objectivity. Without this device independence, the focus will likely be on hardware technology, not the business needs.

Establish a Baseline

The baseline assessment is the beginning point for developing the document and print strategy. The baseline assessment must include all print-related costs. The baseline should also consider printing behavior and device utilization over a reasonable period of time – at least 30 – 60 days.

Treat Printers as an Asset

Best practices recognizes that the print fleet (printers, copiers, fax machines) are a corporate asset and should be managed like any other IT asset. Asset management looks at a print device thru its lifecycle encompassing purchase, maintenance, supplies and functionality. Management of the entire print fleet is from an enterprise perspective encompassing corporate standards and metrics. The print strategy should include a device retirement strategy that incorporates both the corporate standards, the changing business needs and compliance with regulatory (security) requirements.

Manage Desktop Printers

Best practices do not recommend using direct-attached (local) desktop printers. They are usually the most expensive devices to operate. They tend to be under-utilized, and they are difficult to track and manage. If the print strategy permits desktop printers they should be network-attached so they can be managed.

Reduce, Reduce, Reduce

Best practices focuses on optimizing (reducing) the number of manufacturers, number of models, number of suppliers, number of service providers and number of devices.

Managed Print will improve efficiency through working with a single vendor, having one monthly cost and invoice for service, toner and allow for real-time reporting on usage and cost-management of your print fleet

Automate

Managing print services in a cost-effective manner requires automation of many of the processes involved – device discovery, page counts (color and black), toner fulfillment, toner yield reporting, service requests, preventive maintenance reminders and so forth.

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Managed Print - Best Practices

Centralize Control

Best practices focuses on centralizing all related print cost management and reporting into one single focal point.

Sustain Savings thru Continuous Improvement

Once the print fleet strategy is deployed, best practices requires continual pro-active monitoring and review of devices, supplies, service and user printing behavior in order achieve continuous improvements and cost management.

Secure Senior Management Approval and Sponsorship

Corporate-wide changes will not be effective without senior management's approval and sponsorship.

Change Management

Corporate-wide changes will not be effective without a program in place to address the concerns and needs of those affected by the changes.

MPS Assessment and Statement of Work

Should include measurable milestones.

Raise User Awareness of the cost of office printing

The cost of color printing, less print in workflow, rules based printing, print to most cost-effective devices, least-cost routing, duplex printing, etc.

Device Consolidation and Control

Consolidating individual print devices into shared multi-function devices will lower total operating costs and increase user functionality. .

User Productivity

Companies can now leverage these multifunction devices and software-based tools to integrate paper-based documents into smoother, more efficient and more cost-effective workflows. A good example is the scanning of paper documents directly to alternative media, such as digital storage or email, for more efficient and flexible handling.

Managed Print - Best Practices

Data Security

To satisfy the requirements of regulations like HIPAA and Sarbanes Oxley (for data security, audit trails, etc.), these integrated workflows leverage a new level of encryption and authentication. Proper security procedures also address the concerns of secure destruction of data stored on these multifunction devices.

Supplies Management

Automating the management and delivery of supplies (toner, developers, drums, user maintenance kits, etc.) helps companies more precisely manage their supplies costs and reduce administrative overhead.

Supplies are automatically ordered and shipped just-in-time before they are actually needed. Obsolete and excessive inventories are eliminated.

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Flexible resource control

Centralized device management capabilities give company administrators a more precise ability to control which employees have access to specialized resources (e.g., color printing) as well as usage density (i.e., the number of users per device). Timely usage reporting provides companies with the information they need to optimize the mix and location of devices across the enterprise.

Enhanced Device Support

These same remote monitoring capabilities enable your IT support staff to respond more quickly – even proactively – to device-related issues, improving uptime, maximizing the productivity of end users, and reducing help desk costs.

Sustainability

Companies enacting a Managed Print program will also realize benefits from a sustainability perspective. A well-designed and implemented Managed Print program will significantly cut energy consumption, paper usage, and carbon footprint while simplifying recycling and end-of-use disposal of hardware and cartridges

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4) Implementing Managed Print Services

Discovery and Analysis

Agree on Managed Print plan objectives and time lines

Secure senior management sponsorship and approval to proceed

Device Discovery - electronic and physical inventory of all networked and local print devices

Print volume analysis by device

Identify high-cost devices

Identify under-utilized and over-utilized devices

Identify end-of-life devices

Determine toner utilization

Update floor plans with print device locations

Determine current number of vendors – devices, service, consumables

Review current service, consumables & ordering procedures

Analyze Current Total Cost of Office Printing

- Hard costs – toner, consumables, service, maintenance, electricity
- Soft costs – IT support, Administrative Overhead (A/P, Purchasing)

Identify specific area of cost savings showing anticipated annual savings

Make recommendations on device consolidation and user productivity

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Implementing Managed Print Services

Develop and Approve the Managed Print plan

Review plan objectives

Identify areas of cost savings showing anticipated savings

Identify devices eligible for consolidation

Decide on implementation plan (pilot?)

State plan implementation milestones – dates/events

Present the Managed Print Plan to senior management for approval

Modify plan as needed

Implementation

Advise users of MPS Plan noting senior management sponsorship

Schedule the next review meeting, make plan adjustments as needed

Document Assessment

- ✓ Identify WHO is printing WHAT to WHICH printer
- ✓ Control color printing
- ✓ Identify major print users
- ✓ Identify large print jobs
- ✓ Identify regulatory compliance (security) – HIPPA, Sarbanes-Oxley, etc.
- ✓ Implement rules-based printing – duplex printing, least-cost routing, color
- ✓ Suggest workflow changes to reduce print costs and enhance user productivity

Device Consolidation

- ✓ Identify devices for consolidation
- ✓ Understand user print/copy/scan/fax requirements
- ✓ Develop a cost-effective technology refresh plan
- ✓ Finalize consolidation plan and schedule implementation
- ✓ Schedule user training on new devices as needed
- ✓ Review consolidation plan, make adjustments as needed

Continuous Monitoring, Management and Review

- ✓ Periodic review meeting to review performance, goal attainment
- ✓ Analysis of emerging technology that can either reduce costs, enhance user productivity or ensure regulatory compliance (security).

5) Selecting a Managed Print provider

Industry experience

Every industry has different demands and unique requirements. Your Managed Print provider should demonstrate successful experience in supporting print devices in your industry Look for industry references and testimonials.

Device experience

Your Managed Print provider should offer service and support for ALL your devices with their own technical staff without the use of sub-contractors.

Vendor neutral

Your Managed Print provider should support the best device for the application and budget, regardless of the device manufacturer.

Service Level Flexibility –

Different devices may require different levels of support and costs. Your Managed Print provider should offer a variety of Service Level Agreements (cost-per-print, cost-per-toner, annual maintenance, “per-call service) to maximize your support budget

Commitment

Your Managed Print provider must be totally committed to reducing your cost of printing and optimizing your present and future print infrastructure.

Guaranteed cost reduction

Guaranteed service and support response times

Commitment to ongoing performance analysis and review

6) The Next Step – the Managed Print Assessment

Printer Support Corp. has been servicing and supporting all major brands of print devices for over 40 years.

Our commitment is to help our clients reduce and control their Total Cost of Office Printing – not sell equipment.

Our commitment to customer service is unparalleled.

With a strategic partner like Printer Support Corp. to help design and implement a cost-effective Managed Print plan you can reduce and control your Total Cost of Office Printing.

Contact us today for a free, no-obligation preliminary assessment of your current print environment.

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