



"The Fine Print"

**Print Rationalization Conference
Departmental Solutions Defined**

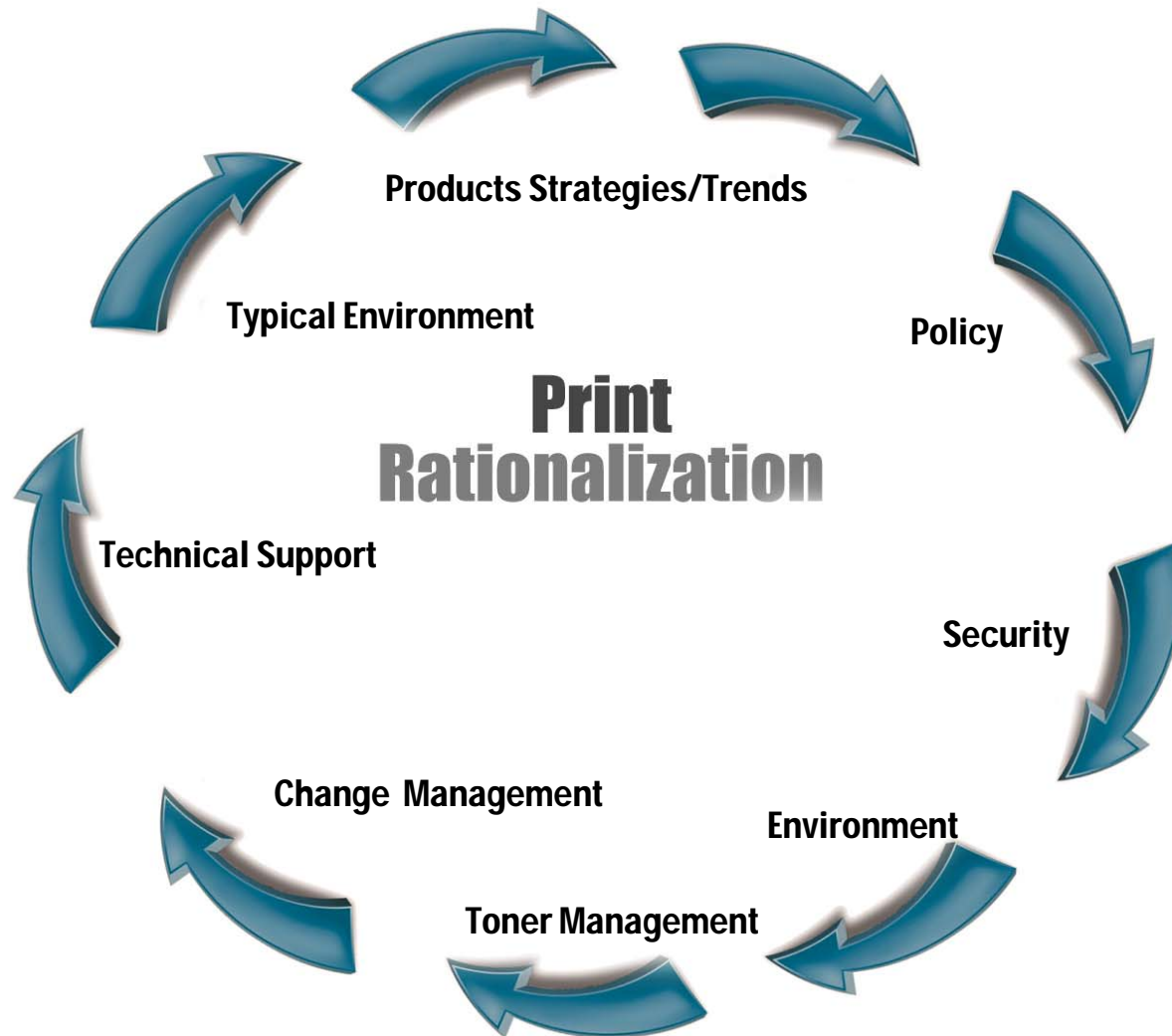
**PrintersPlus
June 3, 2009**



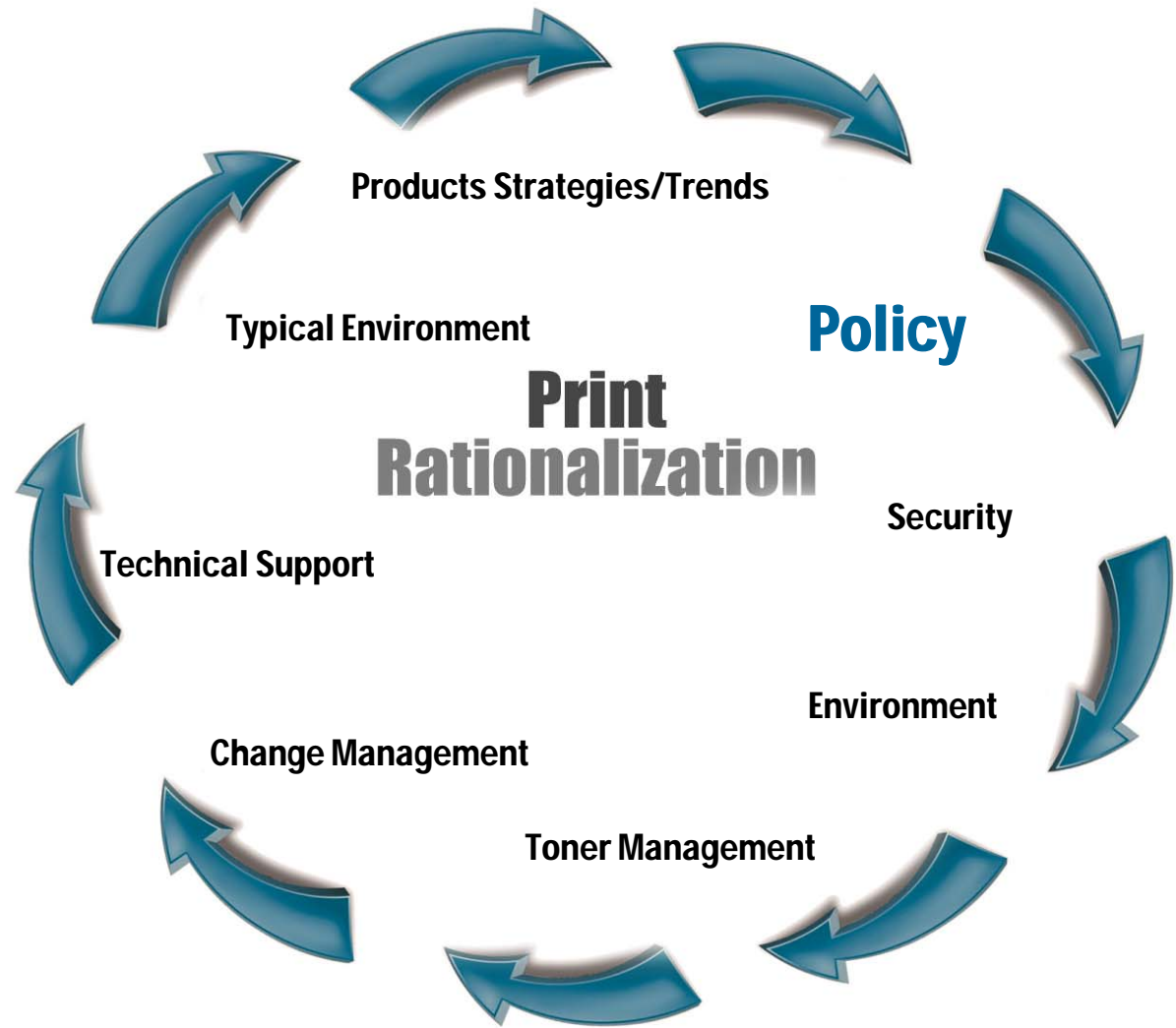
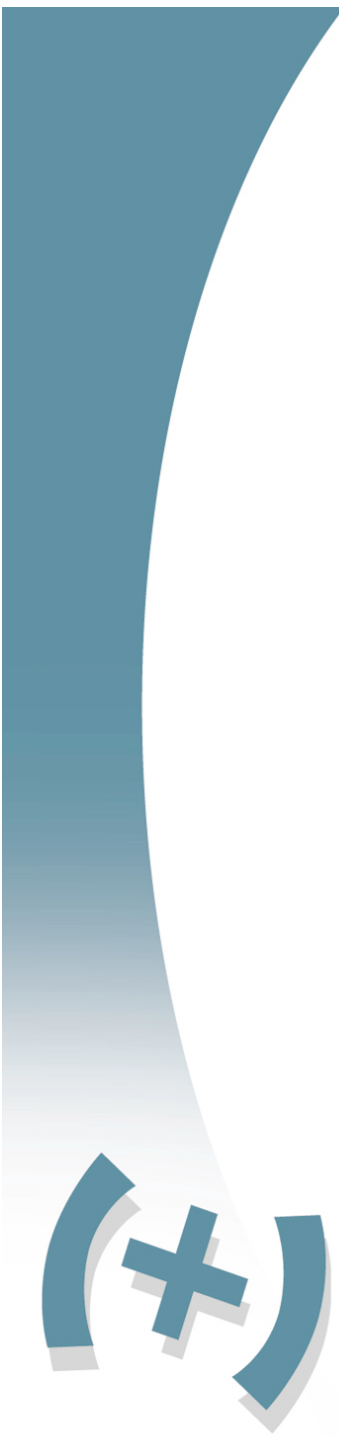
Your PrintersPlus Team

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AGENDA



POLICY



General Idea surrounding Print Policies

- Optimize your Print infrastructure
- Control and Manage your print environment effectively
- Transform employee workflow, to use less energy, recycle more, and reduce the impact of print and imaging
- To Control Costs, conserve resources to ultimately deliver results that make sense



POLICY

It's not what technology is deployed; it's how it's managed

**Transition versus End State Governance
is a KEY distinction to consider in policy development**

Policies To Consider:

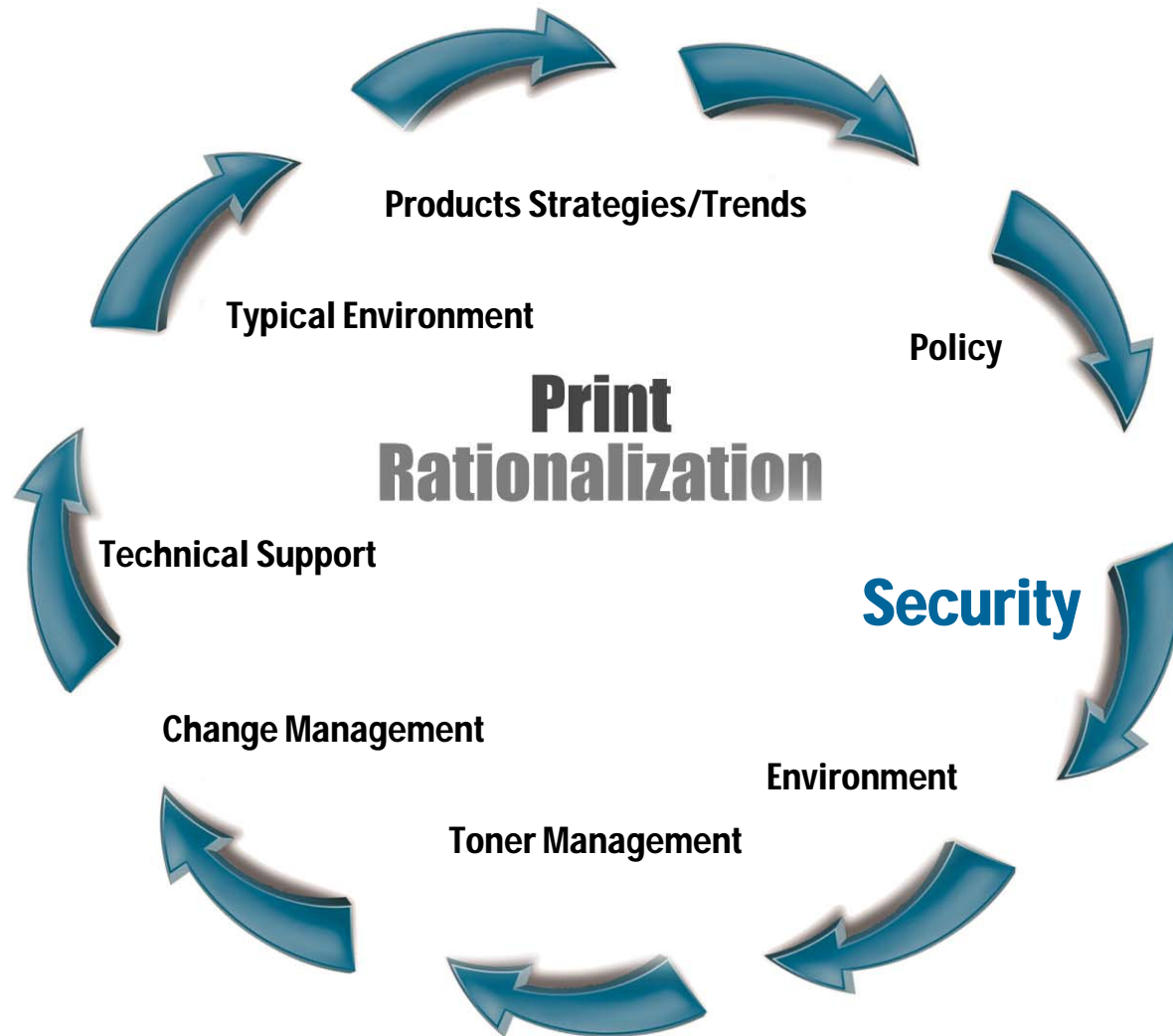
1. General Output
2. Device Placement
3. Device Management
4. Exceptions
5. MFPs
6. Output,
7. Service & Support

Questions: Policies

- What does your department's print policy look like?
- Which objectives or criteria were used when the policy was created?
- List the five most important aspects of an effective print policy.



SECURITY



SECURITY CHECKLIST

While it would be impossible to prescribe all of the security requirements for an enterprise's imaging and printing environment, the following recommendations may be used as a starting point for enabling security:

1. Assess common criteria certification needs
2. Fleet/batch management
3. Update firmware images
4. Disable unused ports and services
5. Implement access controls
6. Implement secure protocols



Questions: Print Security

- As a user, are you aware of the IT security measures in place for printing?
- As you shift towards a multi function environment, what security concerns are coming to light?
- How is the security issue being addressed within the department?
 - Are both IT/management discussing /collaborating on it?



ENVIRONMENT

Products Strategies/Trends

Typical Environment

Policy

Print Rationalization

Technical Support

Security

Environment

Change Management

Toner Management



ENVIRONMENT

Federal departments are now required to adhere to internal greening guidelines as they relate to technology purchases. Manufacturers must adhere to strict recycling guidelines in order to be authorized to sell on the NMSO.

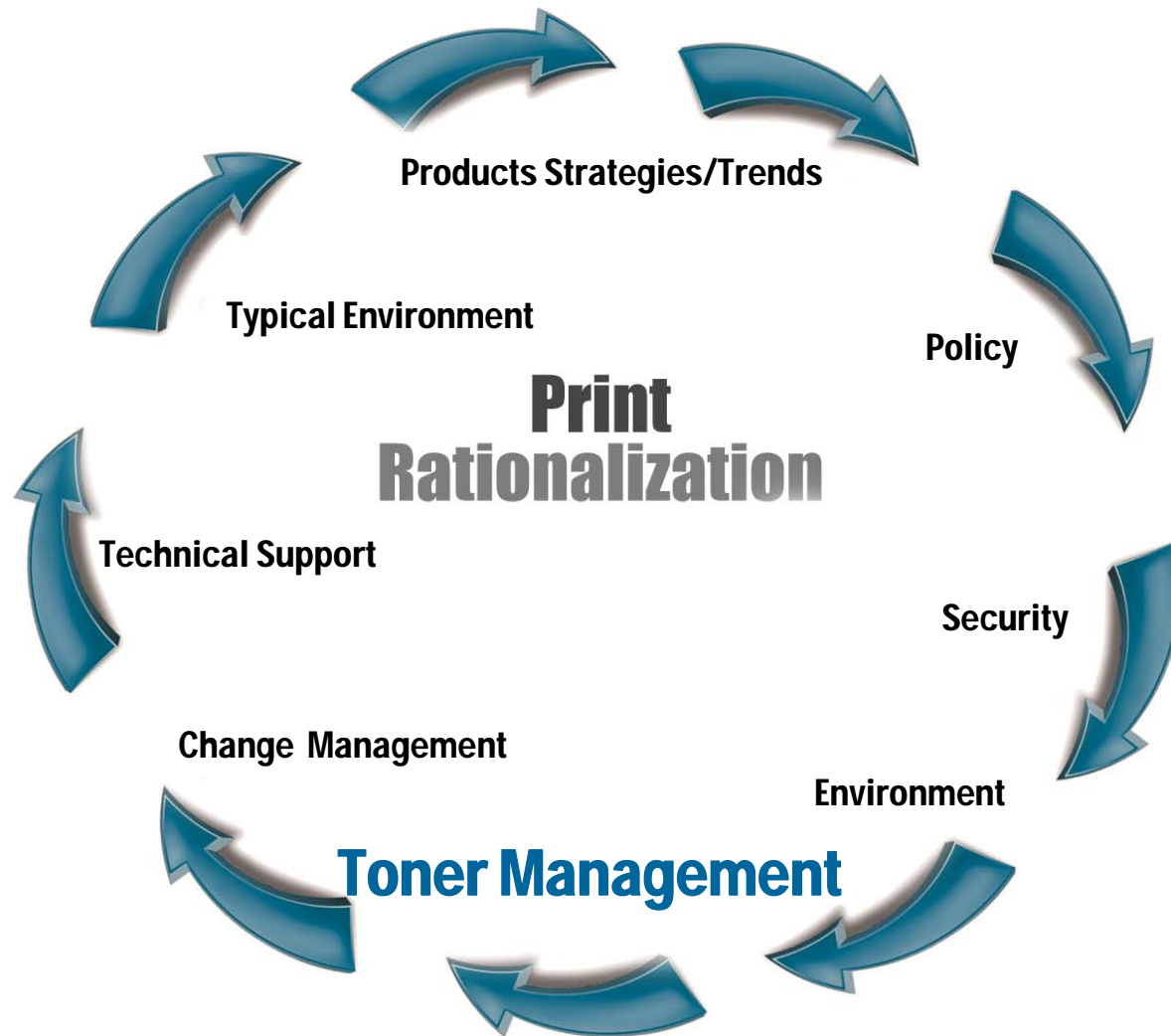
Here's what to watch for:

- ✓ Environmentally responsible products
- ✓ Energy efficiency (Energy Star, Blue Angle)
- ✓ Product return policy
- ✓ Product reuse and recycling policy
- ✓ Health & safety (MSDS) material safety data sheets)
- ✓ Carbon footprint

Questions: Environment

- What does your department's environmental program/strategy look like?
- Have you evaluated your department's environmental impact as relates to printers? What does that look like?
- What has your department done to reduce its carbon footprint?

Toner Management



Toner Management

“AS IS” Toner Management Issues

Do You Have?

- 1. Central Management of Consumables**
- 2. De-Centralized Procurement**
- 3. Over Stocking and Waste of Toners**
- 4. Managed Environmental Program**

Toner Management

“TO BE” Toner Management Benefits

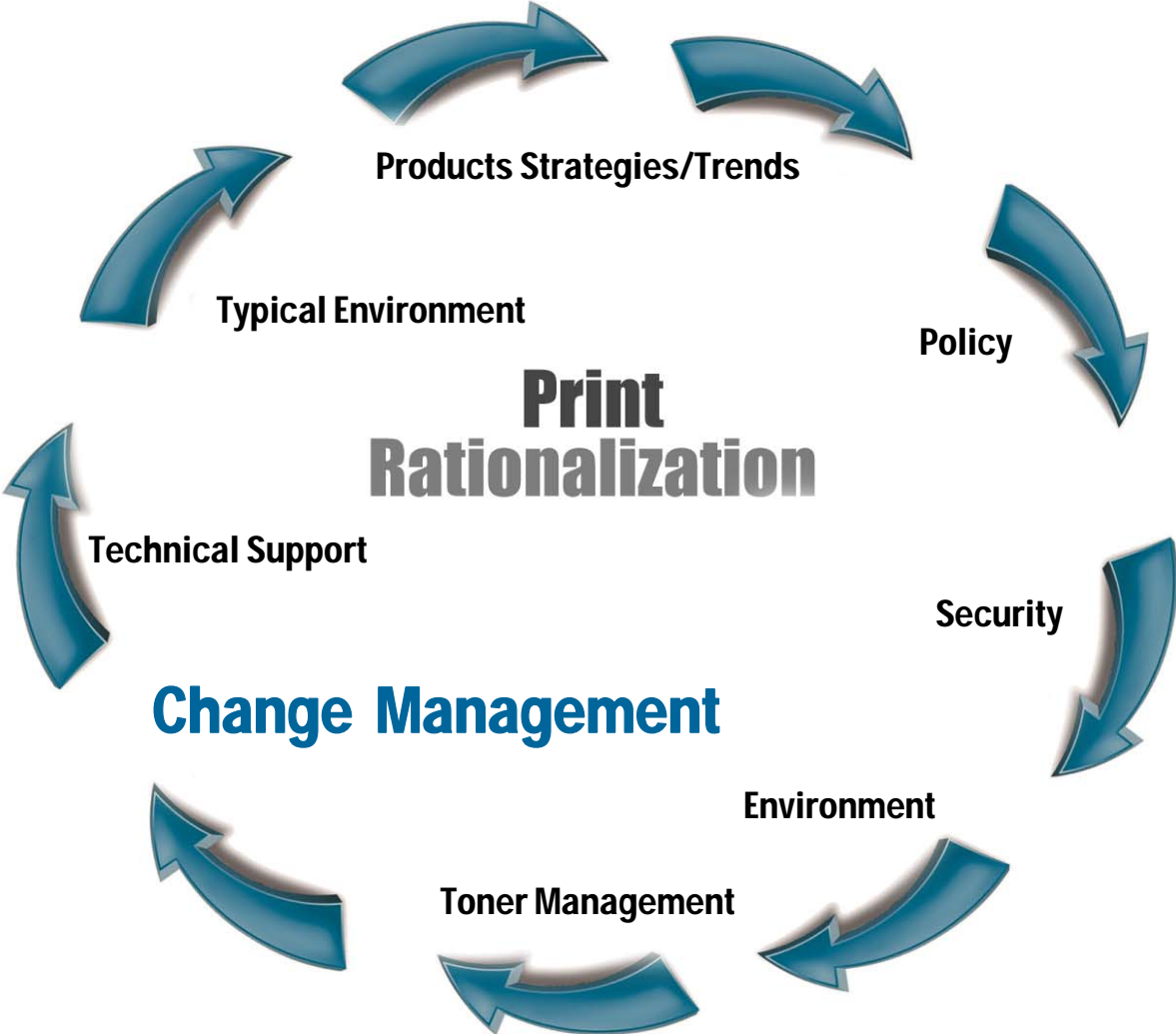
- **One Stop Procurement**
- **Next Day Delivery (No Stocking)**
- **OEM Toner**
- **Toner Recycle Program**
- **Toner Buy Back**
- **Price Protection**
- **Cartridge Rebate Program**
- **Managed Payment Process**

Questions: Toner Management

- Do you have a toner management strategy in place within your department?
 - Why? / Why not?
- How big of a concern is toner management in your department – scale of 1-5?
- How many different types of toner are purchased within your organization?
 - Do you know what your department spends on toner?
 - How is it purchased?



Change Management



Change Management

“Leadership teams that fail to plan for the human side of change often find themselves wondering why their best-laid plans have gone awry”

10 Principles of Change Management

1. Address the human side systematically

2. Start at the top

3. Involve every layer

4. Make a formal Case

5. Create ownership

6. Communicate the message

7. Assess the cultural landscape

8. Address culture explicitly

9. Prepare for the unexpected

10. Speak to the individual



Change Management

Change Management For Print Rationalization

1. Communications Plan

- Obtain & Communicate Executive Sponsorship
- Establish Transition Team (IT, procurement facilities mgmt)
- Create Document Transition Plan + Site Readiness
- Develop Print Policy
- Create FAQ
- Communication to end users (emails, posters, etc.)
- Roll-out plans & FAQ to managers
- Deploy devices
- Send post-implementation follow-up

2. Education / Training Plan

- Types: Classroom, on-line, individual study
- Job Aides at devices, every location
- Training levels: Admin, Dept Mgr, IT etc.
- Schedule and Launch Demo Days
- Post product instructions near devices

Mapping out change allows for rapid adoption of new technologies, transformation of workflows and reinforcement of the policy components.

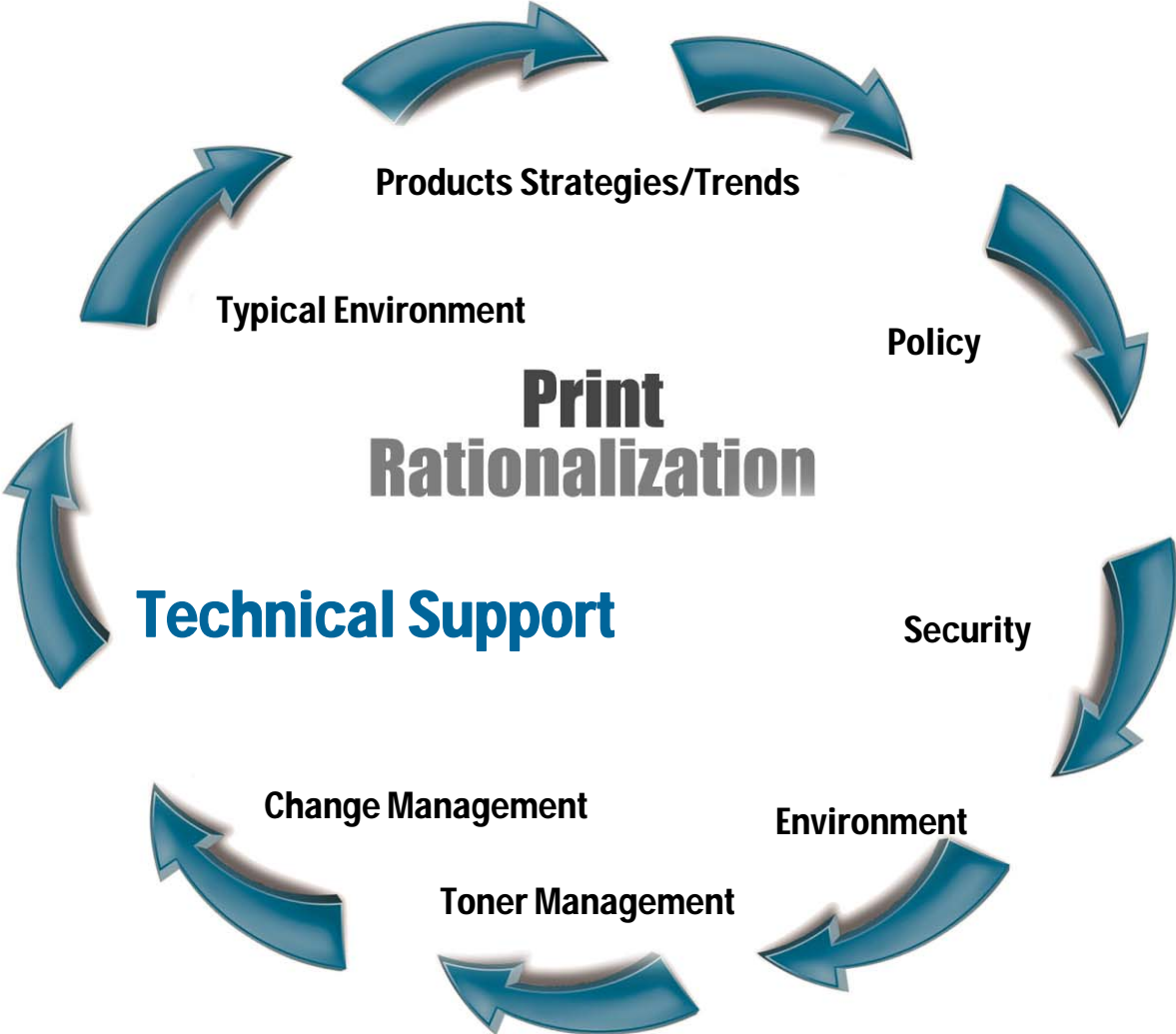
With standardization and a base core fleet of devices comes the ability to leverage a centralized training program for end users.

Questions: Change Management

- What do you feel are the key factors when implementing a change management strategy?
 - Who should be involved?
- What is the biggest challenge when facing a change in print strategy?
- How important is training within your organization? On a scale of 1-5. How so?



Technical Support



TECHNICAL SUPPORT

- ✓ Technical experts
- ✓ Remotely discover, configure, monitor, troubleshoot and manage printer fleets, and use output metrics and ongoing management
- ✓ SLA's by location and output requirements



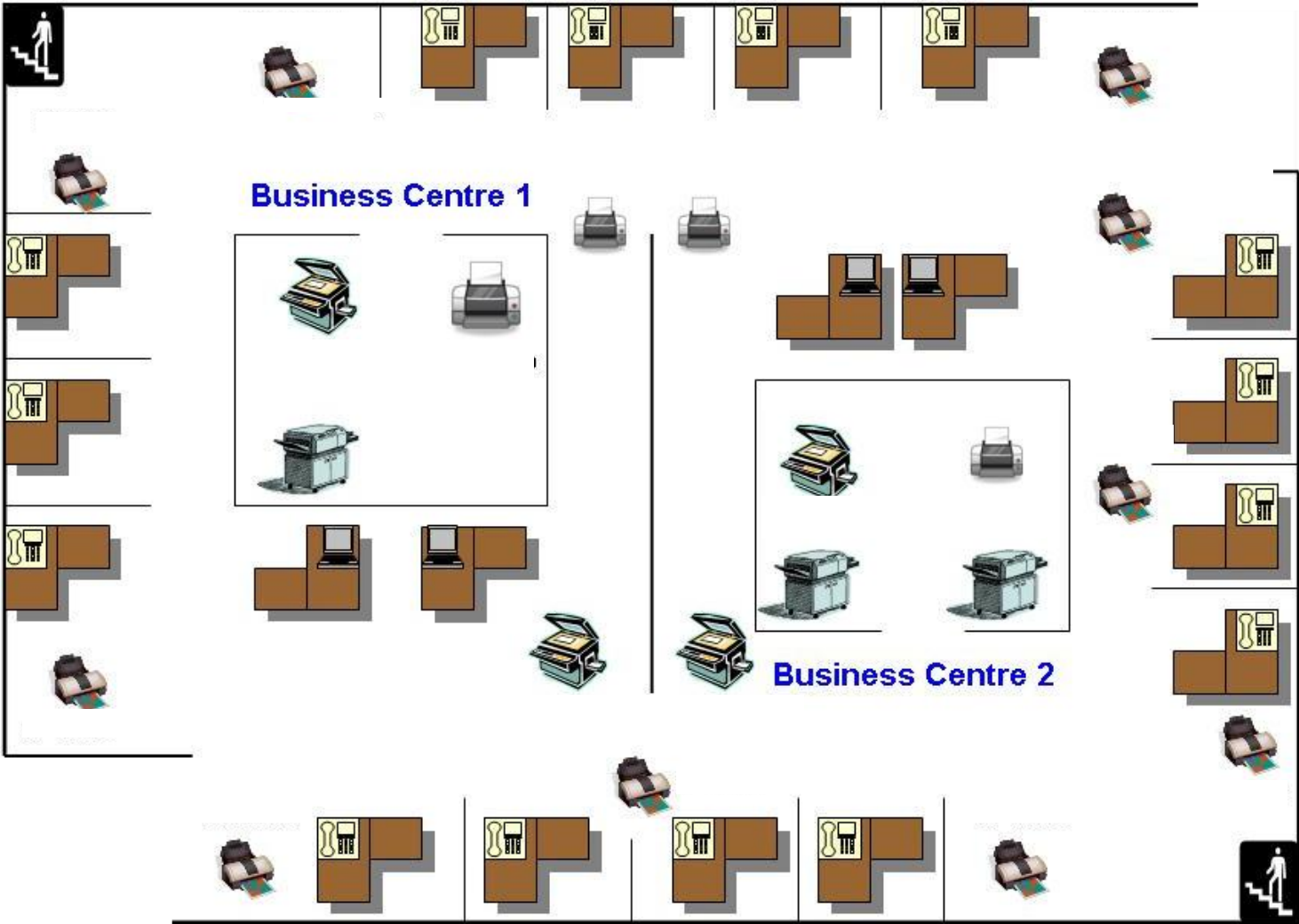
Questions: Technical Support

- How do you manage your Printer Fleet?
 - In-house team? Outsourced? Shared with other departments?
 - Does the manager oversee more than just printers?
- How does your department manage technical support issues?
- How could technical support to your department be improved?

Typical Environment



“AS IS” Client Print Environment



“AS IS”

Study Group Summary Info:		
1 users	Print:	15
21 total devices	MFP:	3
0.0 : 1 user to device ratio	Copier:	1
572,820 total pages/year	Fax:	2
47,735 pages/user/month	Total:	21

Print / MFP

- 15 printers, 3 MFP
- 7 mono, 11 color
- 18 network, 3 local connect
- 8 models – 4 mono, 4 color
- 2 unique manufacturers
- 13 unique toner cartridges
- 491,736 pages/year
- 86% of total pages
- 67% of the printers are 5 years or older

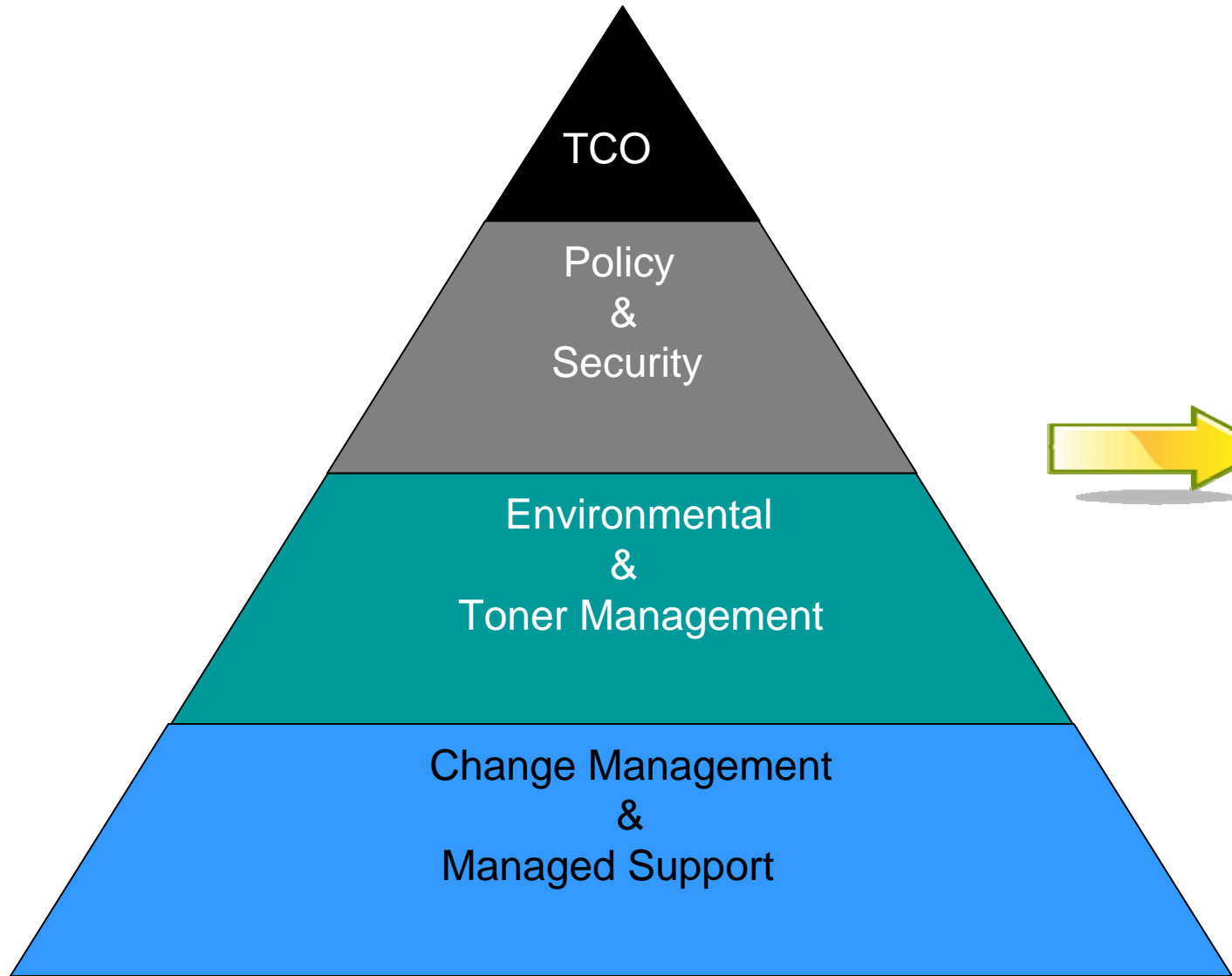
□ Copiers

- 1 Copiers
- 1 models
- 1 unique manufacturers
- 72,732 pages/year
- 13% of total pages

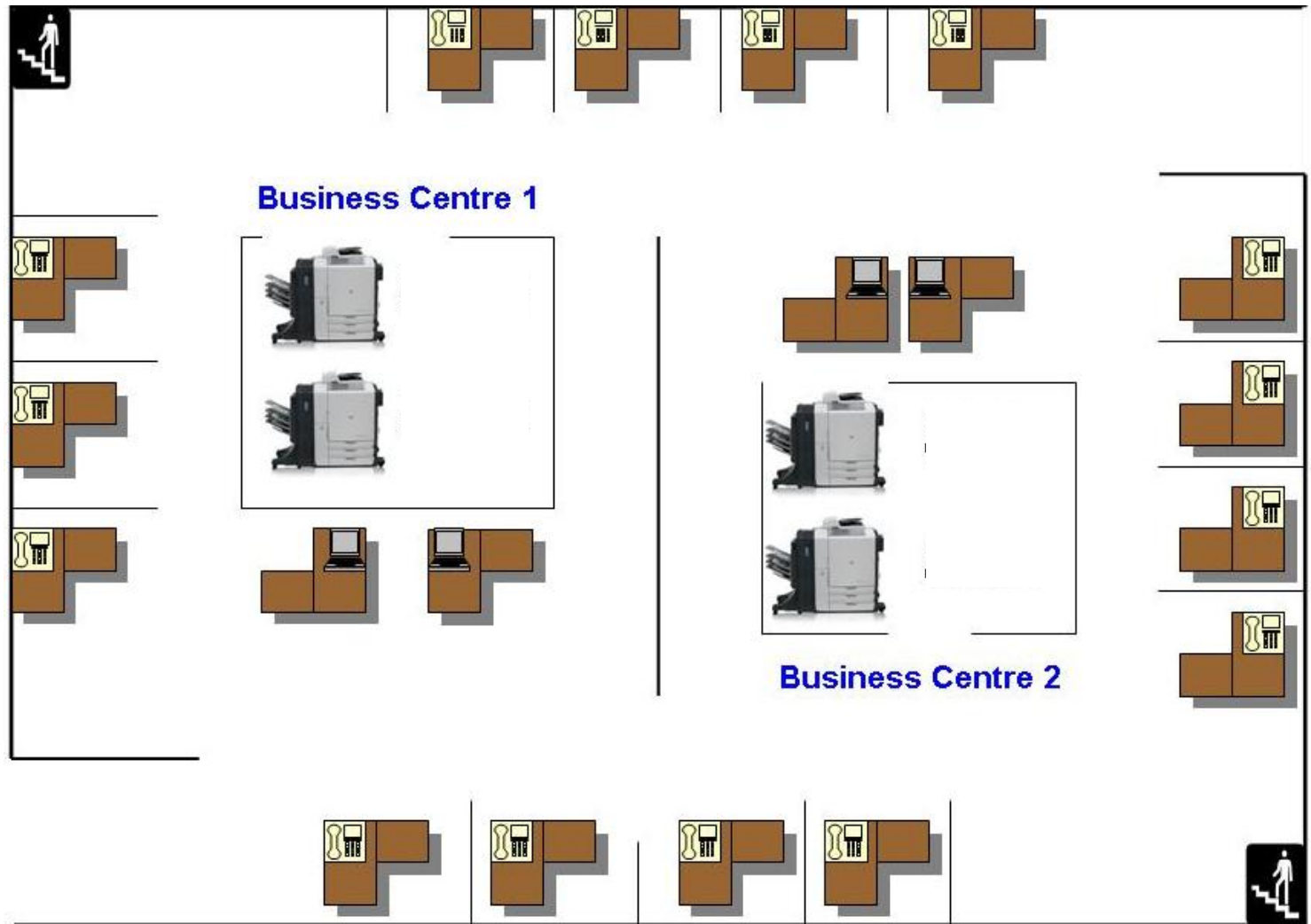
□ Fax

- 2 fax machines
- 8,376 pages/year
- 1% of total pages

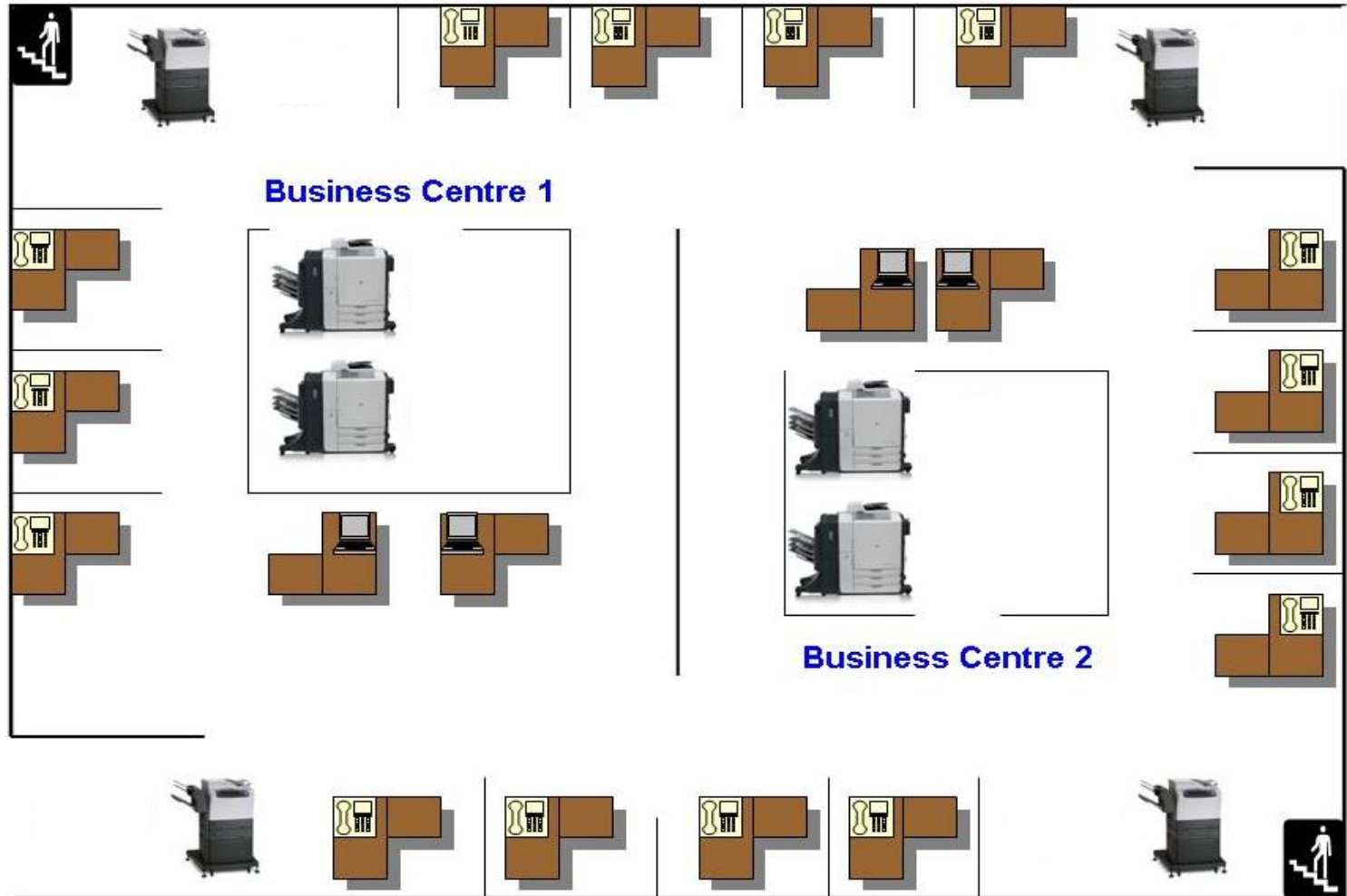
"TO BE" Environment



Option #1 “To BE” Client Print Environment



Option #2 “To BE” Client Print Environment



Cost Benefit Analysis

“AS IS”

Annual Costing: \$48,528.00 + \$12,000 Soft Costs Including: consumables management driver management help desk, existing leases

\$60,528.00

“TO BE”

Option 1: CPP

$\$33,213.96 + \$3,000 \text{ (soft costs)} = \$36,213.96$

Annual Savings: \$24,314.04

Cost Per Page/Month \$2,767.83

“TO BE”

Option 2: CPP

$\$38,313.96 + \$3,000 \text{ (soft costs)} = \$41,313.96$

Annual Savings: \$19,214.04

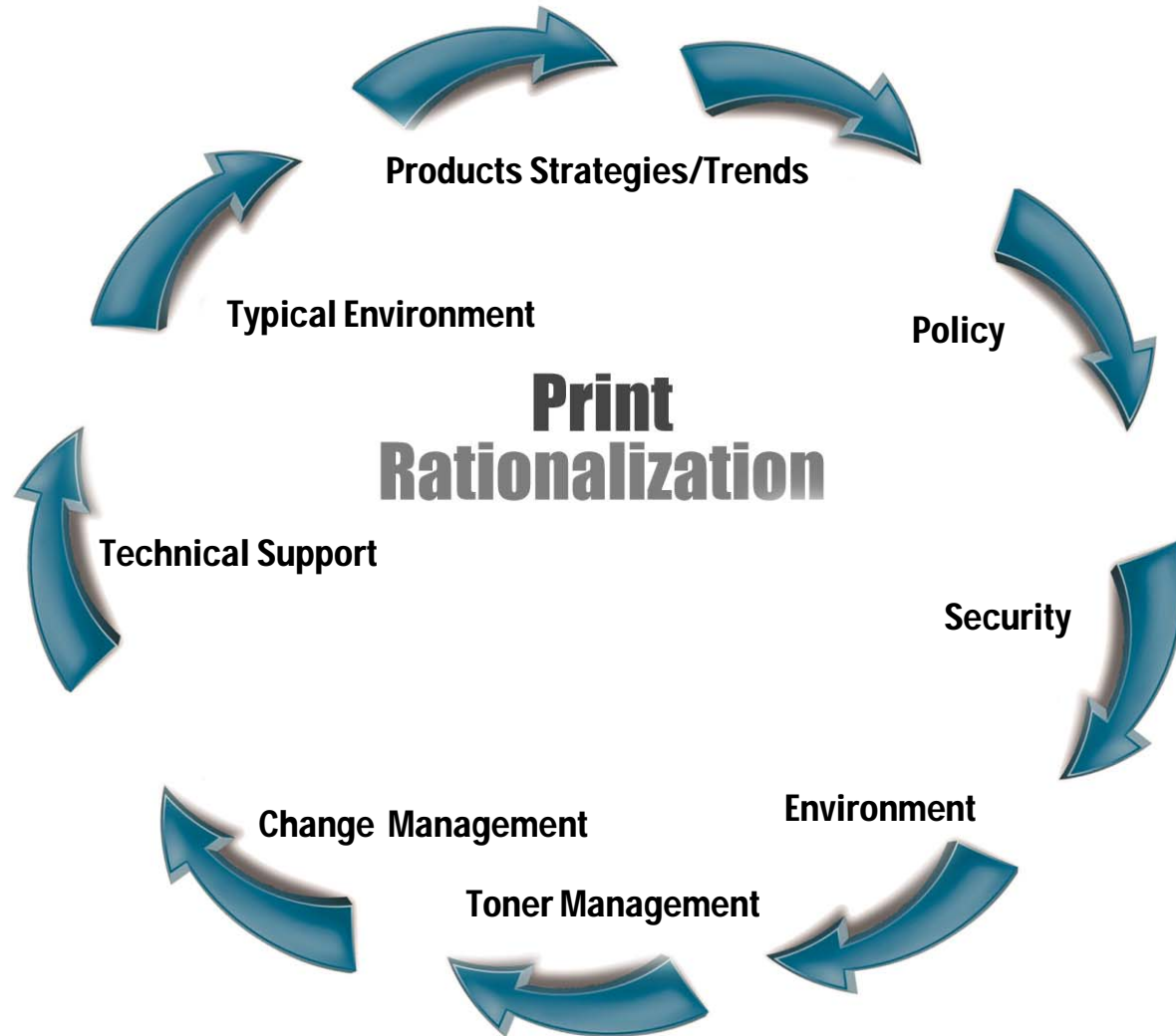
Cost Per Page/Month \$3,192.83



Questions: Typical Environment

- Based on “As IS” and “To Be” print environments where does your organization reside? On a scale of 1-5
- What does your current environment look like?
 - Do you have a printer-to-person ratio standard?
 - Which elements do you have in place?
- Where do you want your print environment to be in the next 3-5 years?

Close





Questions: Print Rationalization & You

- Based on the presentation today, which Print Rationalization components stand out to you?
- Which do you think would value your department the most?
- Do you feel it would be feasible to implement a Print Rationalization Strategy in your department?
When? 1 year? 3 years?