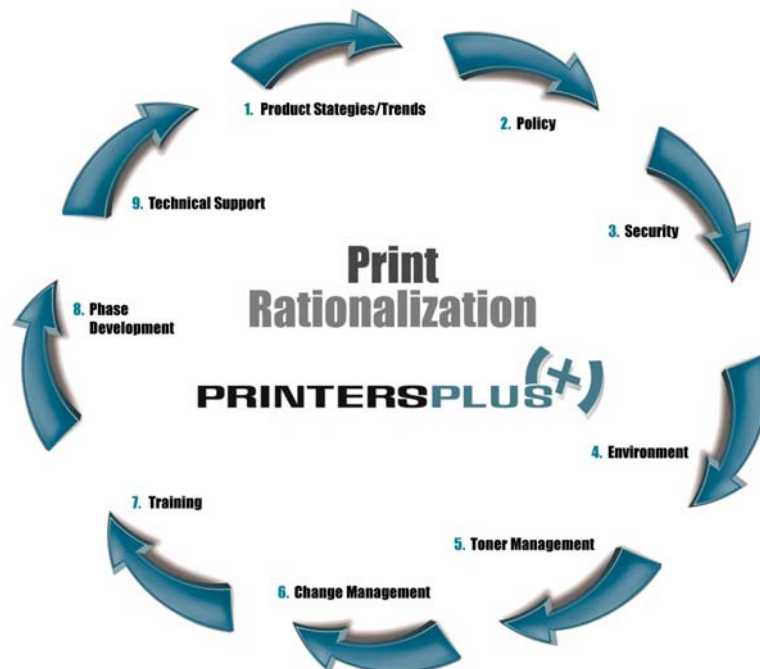


Technical Track Print Rationalization Conference Group Questions & Comments Event Date: June 3, 2009

Fifty-seven technical leads accountable for creating, driving and implementing print rationalization plans attended the Technical Track at The Fine Print 2009 Conference held on June 3, 2009. The goal of this particular track was to educate technical teams on the print rationalization process, introduce hardware and software technologies that support a managed print services environment while fostering collaboration among departments and presenting the benefits and successes involved in this type of consolidation.

Outside of the presentations and demonstrations the track had a group discussion that focused on 6 topics (Policy, Security, Environmental, Training, Technical Support, Change Management) within the Print Rationalization process. The track was divided into four groups lead by MSP Partners and each group discussed the challenges and opportunities they each saw within each part of the process being discussed. Please find a summary of these discussions below.

- Group 1 – John Cull from HP**
- Group 2 – Michel Coderre from Xerox**
- Group 3 – Scott Phelan from Lexmark**
- Group 4- Claudiu Azarescu from Samsung**



Policy Hurdles

- Very little policy in place for the operation of the copiers/printers presently
- Policy is not being enforced
- Monitoring colour printing seems to be the only policy implemented
- No one has the same policies
- B/W printing in most cases is default
- Automatic duplex is still an option
- Policy is implemented vertically through each department until all end users adheres to it.

Security Hurdles

- Lack of policy
- Unclear directives
- Different networks throughout the building
- Past negative experiences
- Fear of exposure (admin level)
- Prevention vs. Correction
- Balance and Accountability
- This is a new priority(where to start)
- Funds for security software
- No cohesions / integrated strategies
- Internal certifications – what is appropriate for the network.
- People installing their own personal printers

Environment Hurdles

- “We think there is some type of Environmental policy”
- Some guidelines re energy, green office, nothing on Printers
- Not enough policy, need high level goal
- Reuse /recycle policies
- There has been no baseline set
- Much of the decisions are left to the end user
- Where do we send the used toner cartridges
- Some equipment gets automatically shut off but not all
- Needs to come from high level management
- Problems with Environmental product e.g. recycled paper & remanufacture toner cartridges
- Energy Star equipment is not mandatory
- Making duplex a mandatory setting in the print driver
- Delete blank pages in your document as standard setting
- Use more webinar meetings instead of printing out numerous copies of the same document
- Provide more soft-copy format for your documents
- B/W printing the default, don't waste colour toner if it is not needed
- Communication of environmental policies
- Reduce toner consumption by printing in Draft mode
- Unlimited budget for paper and toner
- There is no accountability for not being environmentally friendly

Technical Support

- The help desk isn't always there when they are needed
- The vendors are sometime just acting as escalation people to the higher levels(level 3 Support)
- Technical support needs to be customized for different environments
- Better communications between the vendors and the IT managers – updates, patches etc.
- Need to have more maintenance / service contracts on equipment

Training

- Technology is changing too quickly (can't keep up)
- The new equipment offers many features that are overwhelming
- The technology is being under used
- There should be a Key operator for the specialty equipment
- 20 people to 1 MFP but only three people show up for the training
- Know one considers the equipment important until they need something from it
- They are often a long delay between the call to the Help Desk and when someone is there to assist the end user.
- Identifying who is in charge of the equipment and who is in charge of the network
- Getting the buy-in from the user on the importance of training
- The amount of different equipment and different vendors that the users have to be come accustomed to using
- Who is the person to contact if something goes wrong (1-800-good luck)

Change Management

- Determining how to manage change is important
- Not sure how to manage hurdles
- Scheduling training sessions, sending emails, taking a top down approach to processes is ideal
- Kelly (consultant) suggested looking into a training program that could be custom created to help departmental end users get a better grasp of the training involved. A company called Distil Interactive was suggested to have a custom training program built – then transformed into a video game that users could access to learn each detail surrounding the new rationalized environment. Contact Info for this company is as follows:

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