Intelligent Cost Reduction using Managed Print Service
Presentation for Computer Society Summit and Exhibition 2020

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50%

A study by Gartner estimates that as much as 50% of Help Desk **calls are printer-related**! This means that your IT staff's time is closely tied to how your office **printers** are functioning.

What Is Xerox Managed Print Service - MPS?

Managed services is the practice of outsourcing day-to-day management work. Service providers usually bill either a fixed charge, hourly rate or fixed monthly fee.
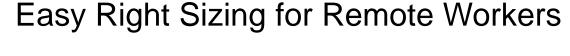
At DSC we offer Managed Print Services in which your organization moves away from owning print infrastructure to receiving it as a service just like mobile phones, internet etc on a pay per use model.

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What MPS Offers

Cost control

Higher Staff Productivity

User Management

Device Security

Easy Right Sizing for Remote Workers

Why do you need Xerox MPS?

According to the Gartner Group, office printing consumes 1-3% of an organization's annual revenue.

Escalating cost of print infrastructure

Business pressure to reduce costs in general

Managing multi vendor environment with multiple contracts.

Identify hidden costs of print infrastructure

High concentration of desktop devices

Distributed offices with own buying behavior

MPS Vs Basic Print Service

Service Capabilities	Support Print Service MUST include	Basic Print Service MUST include	Managed Print Service MUST include
A one or multi-year contract for a fleet of printers and/or MFPs with a third-party provider.	✓	✓	✓
Hardware, supplies ,and break-fix service bundle, or supplies and service bundle	✓	✓	✓
Combined billing and reporting for all devices		✓	✓
Remote monitoring of the hardcopy device fleet for the purpose of reducing costs or improving efficiencies for supplies, break/fix ,and technical support		✓	✓
Pro-active monitoring and management of the hardcopy fleet to deliver break-fix services and supplies replenishment to maintain device availability per contract commitments			✓
Help desk support, education, and end-user training			✓
Assessment, solution design and right-sizing of the fleet			✓
On-going optimization to support changing business needs			✓
Lifecycle asset management of devices (install, move, add, change, and dispose)			✓
Formalized reporting on operations and contract management (device utilization, fleet performance, and SLA / KPI metrics).			✓

Case for Xerox Managed Print Services

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What Do We Deliver with Xerox MPS?

Cost Management and Control - . Managing your current multi-vendor office print fleet leading to optimizing company assets on your balance sheet. Reducing print related spend by up to 30%. Simplifying billing.

Environmental Sustainability - Leveraging energy efficient devices and new eco-friendly technologies such as emulsion aggregate toner. Helping to eliminate stockpiling of consumables. Providing environmentally responsible consumables. Promoting reasonable use of paper.

What Do We Deliver with Xerox MPS?

Security and Compliance - Protection of unauthorized access to your confidential information. Protection of documents from inappropriate distribution. Enabling user authentication at the device

Productivity and Availability - Proactive support for end users. Increased uptime. Centralized support and simplified billing.

How we deliver – Driving uptime, output quality and increased user productivity through proactive device monitoring, supplies replenishment and management. Using real-time alerts to maximize

Document Support Centre History on MPS

DSC has been a Distributor of Xerox Products in Zimbabwe since 2008.

DSC has been running MPS since 2013 in some of Zimbabwe's largest corporates.

Combined fleet under our management has peaked at 200 devices countrywide.

We have nationwide reach and have successfully maintained devices in Chipinge, Gokwe, Mount Darwin, Kariba and Victoria Falls.

Xerox internationally trained sales and technical staff.

Features of MPS Service

What is included?

Equipment – Copy, Print, Scan as standard. Introduce document workflows

Consumables

Labor

Spares

Spares management is an area of very uncontrollable and unpredictable expense

How Do we Implement It? ADIM Four Stages

A –Assess

D – Design

I – Implement

M - Manage

Assess

"Assessment is the most important and key element of the entire process."

Why Do We Assess?

Assessment Phase

The main purpose of this assessment will be to determine and to identify the opportunities of cost savings and customer service level benefits in order to design and propose a solution that ensures an efficient "right sized" environment.

What Do We Assess?

Assessment Phase

Devices on network?

1. Manufacturer
2. Model
3. Mileage
4. Age
5. Additional user requirements through interviews

Scope of Assessment Areas

Printers

MFDs and Faxes

Copiers

Scanners

Break fix process

Consumables process – Software driven?

Asset management

Procurement

Helpdesk processes

Design

Streamlining, rationalization, additional capabilities and new TCO showing savings

The overview of the client's current costs and new MPS costs linked to their key requirements for a better printing infrastructure. Speaks to client drivers and sells the program

- Cost Management & Control
- Productivity & Availability
- Security & Compliance
- Environmental Sustainability
- Produce a full deployment plan
- Create Print Policy

Print Policy

An agreement with a client on the print rules for the organization and the metrics to retain the managed state. It may reduce the number of printers / MFP types and models, establish standard equipment configuration and features, and provide rules about double sided defaults, free standing copiers, fax, scanners, and locally connected printers. The Print Policy is central to the overall design of the solution because it sets out the goals to be achieved.

Implement

This is the phase where equipment is deployed and users are trained on available functionality, what MPS is all about and what the end goals are for its implementation.

One of the large areas of saving organizations enjoy is in the change in user behaviour. It has been our experience in the past that printing volumes generally decline as more and more unnecessary printing of non essential and personal documents is cut out

What happens to existing equipment?

Manage

Activity	Who is Responsible	Time	Output (s)	Results
Monthly reports generated	Sales Specialist or Delivery / Operations	Monthly	Series of volume reports, incident, device and fleet activity reports generated	– Specialist works with Account Manager to discuss optimization opportunities – Plan for Client disclosure
Adding New Equipment and refreshing printers in the fleet	Account Manager	As required	Proposal(s) to client for Xerox technology when Deliver y/ Operations notifies Account Manager of MACD activity	Removal of aged competitive devices and continual optimization with lower cost, higher security, sustainable etc. Xerox technology
Occasional on-site intervention in service delivery to ensure Client satisfaction	Analyst	As required	Assist client to ensure technology is on-line and supplies are delivered to the correct location (i.e. re-connect devices which fall off network, ensure the on-going connection with XSM through Client's laptop, validate supplies delivery locations, XDA connectivity issues, DRAs missing / problems, etc.)	Streamlined functioning of service levels per SOW.

Monitoring Software

XDA – Xerox® Device Agent discovers and monitors printing devices, specifically office printers and multifunction devices.

The application features a built-in alert detection system and has the capability to send an e-mail message to an appropriate user when certain conditions exist, It also provides clear and concise status of all networked printers.
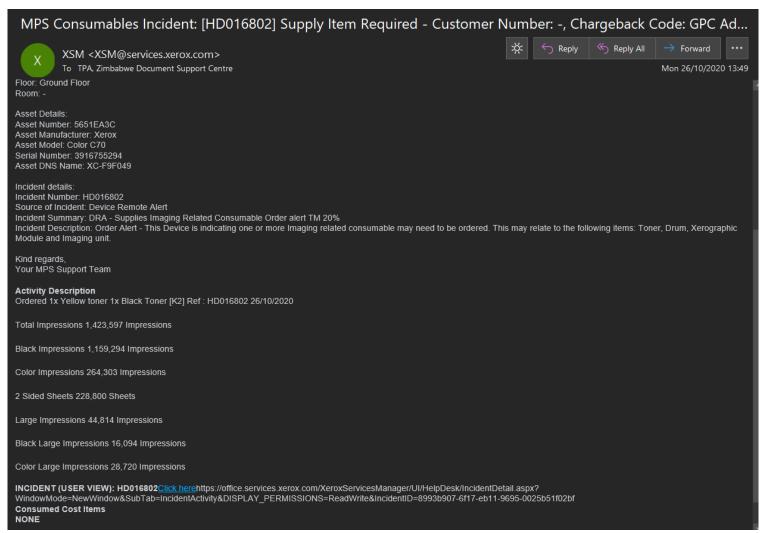
You can do the following from Xerox® Device Agent:

• Discover printers

• Monitor printers for status and alert conditions

• Notify users via e-mail when faults occur

Sample Alert Email

MPS Consumables Incident: [HD016802] Supply Item Required - Customer Number: -, Chargeback Code: GPC Ad...

XSM <XSM@services.xerox.com>
To TPA, Zimbabwe Document Support Centre

Mon 26/10/2020 13:49

Floor: Ground Floor
Room: -

Asset Details:
Asset Number: 5651EA3C
Asset Manufacturer: Xerox
Asset Model: Color C70
Serial Number: 3916755294
Asset DNS Name: XC-F9F049

Incident details:
Incident Number: HD016802
Source of Incident: Device Remote Alert
Incident Summary: DRA - Supplies Imaging Related Consumable Order alert TM 20%
Incident Description: Order Alert - This Device is indicating one or more Imaging related consumable may need to be ordered. This may relate to the following items: Toner, Drum, Xerographic Module and Imaging unit.

Kind regards,
Your MPS Support Team

Activity Description
Ordered 1x Yellow toner 1x Black Toner [K2] Ref : HD016802 26/10/2020

Total Impressions 1,423,597 Impressions

Black Impressions 1,159,294 Impressions

Color Impressions 264,303 Impressions

2 Sided Sheets 228,800 Sheets

Large Impressions 44,814 Impressions

Black Large Impressions 16,094 Impressions

Color Large Impressions 28,720 Impressions

INCIDENT (USER VIEW): HD016802 Click herehttps://office.services.xerox.com/XeroxServicesManager/UI/HelpDesk/IncidentDetail.aspx?
WindowMode=NewWindow&SubTab=IncidentActivity&DISPLAY_PERMISSIONS=ReadWrite&IncidentID=8993b907-6f17-eb11-9695-0025b51f02bf
Consumed Cost Items
NONE

Monitoring Tool

XDA provides discovery, troubleshooting and management services for network connected SNMP devices with fault reporting capability. XDA enables DSC to corroborate asset list information with the detected devices, and also to remotely gather meter reads for networked devices, with the exception networked printers and MFDs that are non-XDA compliant or cannot capture volume information.
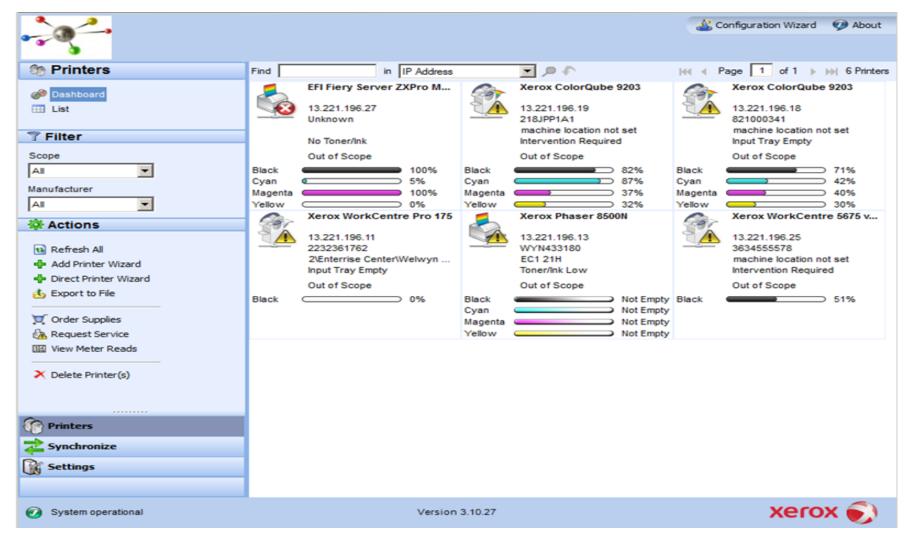
Works across all vendors network capable devices.

*Non-networkable printers are not within view.

Consumables Dashboard

Consumables Process

XDA sends alerts at pre-determined levels. 5%, 10% or even 20%.

Proactive monitoring means toners are delivered before they run out. Usage patterns are determined and thresholds set in line with environments.
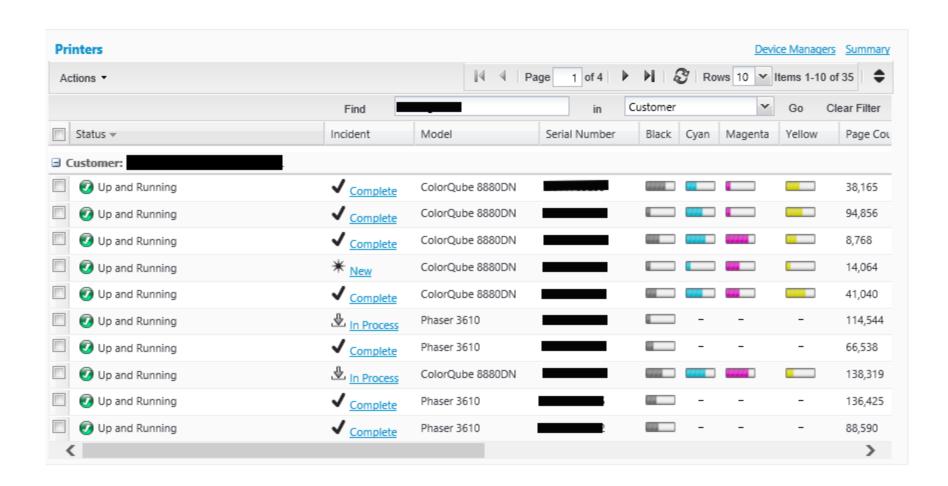
Fake cartridges in Zimbabwe problem solved. Are you getting full value for the originals you are buying?

Buyers and IT need to become experts at determining genuine vs repacked compatible cartridges.

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Fleet Management Portal

Productivity, Cost Control - Break Fix Process

Current Process

1. User

2. IT Support

3. Procurement

4. Finance

5. Procurement

6. Service Providers a,b,c.

7. IT Support

8. Procurement

9. Finance

MPS Workflow

1. User

2. MPS Service provider

Device/User Security

All usage is password based and are activated when the user accesses their device.

Individual documents can be secured and only print upon punching in of user password.

Print quotas can be added and color printing blocked by department.

Each device can hold up to 999 users

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Key Performance Indicators

Break/Fix - Standard – 95% of all faults will be fixed within 4 Working hours in Harare, Bulawayo, Kwekwe, Mutare and Gweru.

Equipment Uptime – minimum 95% uptime of equipment across fleet (excluding existing legacy contracts)

Move - Receipt of Approved Form - 2 work days ,Completion of Move – 2 work days. (Collectively not to exceed 4 days)

Add - Receipt of Approved Form - 14 work days, Completion of Add – 14 work days. (Collectively not to exceed 28days)

Helpdesk - Standard - web requests replied to within 30 minutes

Pricing

Pricing is based on usage with minimum thresholds

2.1   xxx per copy of A4 black and white print for first 10 000 copies and xxx for the excess copies over and above 10000 copies per device per month.

2.2   xxxx per copy of A4 colour print for the first 6000 copies and xxx for the excess colour copies over and above 6000 copies per device per month.

This perfectly aligns our goals.

Key Takeaways

Cost control – No more large cash outlays.

Higher Staff Productivity – Redeploy key staff to other duties

User Management - Know exactly who is printing in your organization

Device Security – No device is usable without entering a user code.

Flexibility- grow and reduce your footprint easily.

Conclusion

Thank you!