

Division of Business and Finance

Managed Print Services

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North Carolina Agricultural and Technical State University



What is Managed Print Services (MPS)?

- *Managed Print Services (MPS)* involve managing hardcopy devices such as copiers, printers, multifunction devices, and fax machines in a unified fashion. Important aspects of MPS are management, billing, maintenance and optimization of hardware throughout the contract life.
- State contract 920M (Statewide ITS Contract: ITS-006054) provides single-function and multi-function devices.
 - Devices offer copy, print, scan, and fax at an all-inclusive cost per page based on utilization.
 - All hardware, software, maintenance & repair, parts & consumables.
 - Excludes paper.
- Customized Statement of Work specifically designed and created by NC A&T and Systel.



Why Implement MPS?

- Consolidate/Standardize devices to Enterprise Level Fleet
- Encourage responsible printing
- Capture and track individual utilization
- Eliminate Waste
 - Over utilized devices
 - Under utilized devices
 - Excessive paper usage
 - Numerous models/types of consumables
- Proven Cost Savings
- Provides “Follow Me Technology” printing using Papercut® software



Print Environment - Hardware

Prior – Environment w/o MPS

- 1,638 confirmed devices
 - 200+ devices inaccessible
- 20 Different Manufacturers
 - 9 Different Vendors
- Myriad of Contracts
 - Maintenance - Annual
 - Purchase - Owned
 - Lease – 3-5 years
 - Rental
 - Multiple Invoices
- Average Device Age
 - Under 6 years – 700
 - Over 6 years – 1,100 +

Current - Environment w/MPS

- 650 Enterprise Level Devices
 - 2 Manufacturers (Hewlett Packard and Konica Minolta)
- One Inclusive Contract - Systel
 - Maintenance
 - Consumables
 - Hardware/Software
 - Single Invoice
- All Equipment Current with 3 year life cycle – No Additional Cost to the University



Print Environment - Cost

Prior - MPS

- Varied Contract Cost
 - Over utilized devices
 - Under utilized devices
 - Obsolete devices
- Average Costs
 - \$151,291.46 - Monthly
 - \$1,815,497.52 - Annually
 - \$5,446,492.56 – 3 Year Cost

Projected - MPS

- Single Contract
 - » Set price – per print/copy
 - » All inclusive
- Average Cost
 - » \$119,749.41 – Monthly
 - » \$1,436,992.92 – Annually
 - » \$4,310,978.76 – 3 Year Cost
- **\$1,135,513.71 – 3 Year Savings**



Print Environment – Papercut® Software

- Benefits:
 - Follow-Me Technology - Print Anywhere on Campus (Students/Faculty/Staff)
 - Utilize mobile devices – (smartphones, tablets, iPad, etc.)
 - Customizable pop-up window provides user guidance on cost saving initiatives
 - Two sided printing
 - Color Options
 - Track department print/copy activity
 - Track individual print/copy activity
 - Restrict Printing – (i.e. color, pages, dollar amount, etc.)
 - Secure/Confidential Printing



Implementation Process

- ✓ Completed Assessments to provide departments with recommendations for initial hardware placement.
- ✓ Conducted town halls to introduce Program to the campus community.
- ✓ Conducted meetings to discuss with Dean's and Chairpersons project and placement strategy.
- ✓ Trained faculty and staff prior to installation.
- ✓ Delivered and Installed Hardware.
- ✓ Surplused old print devices.



Next Steps

- Install and Test Papercut® Software – Student
 - Select test sites (Student Labs in School of Nursing, College of Engineering, DoIT Lab – College of Arts and Sciences, Residence Hall and Library)
 - Select and Train Participants (Student Affairs)
 - Monitor and Collect Data (Make adjustments as needed)
 - Create and Distribute Communication (Division of Student Affairs)
 - Install Release/Swipe Devices (Student areas)
 - Verify Equipment Functionality
 - Roll out Program

- Test Papercut® Software - Faculty and Staff



QUESTIONS!