

# The Top Six Things You Need To Know About Managed Print Services

Large and small companies are controlling office printing costs with print management (managed print services, MPS) agreements. These programs allow you to outsource the management of your office printers. The results typically include lower overall costs, improved productivity, greater efficiency, and reduced burden on your IT staff.

Not all print management programs are alike. Some simply offer printer supplies for a cost-per-page while other, more comprehensive programs can deliver much better results for your company. This special report highlights six key things you should consider before entering into a managed print program.

## 1. Conduct a detailed up front assessment

Every managed print program should begin with a detailed assessment of your existing printer fleet. This helps both you and the print management provider know exactly what devices are in your fleet and how they are used.

A detailed up-front assessment benefits you by:

- Providing a baseline for improvement by discovering current total cost of ownership of your printer fleet
- Giving you a complete inventory of the printers you actually own
- Allowing the provider to give you the best pricing based on your actual usage
- Eliminating surprises from undiscovered printers or unknown usage
- Patterns

The upfront assessment should also include a conversation about your specific objectives.

- What are your overall corporate objectives? How can the managed print program align with these?
- Are you looking to reduce costs or improve productivity?
- When it comes to color output, are you more concerned with controlling usage or providing access?

The net result of the initial assessment should be a comprehensive report including both the current state of your printer fleet and the objectives for the program. This will help ensure that the actual managed print program provides maximum benefits to your organization.

## 2. Leverage print management software for monitoring and reporting

A good managed print partner will use the latest software. This software should monitor the status of your printer fleet. When printers run low on toner, supplies can be automatically shipped, reducing the amount of inventory you need to stock (see item 3 below). Monitoring software can also notify your provider when a

printer requires service. This allows service issues to be handled proactively, reducing downtime and maximizing productivity.

Print monitoring software can also produce rich usage reports. This allows you to collaborate with your partner to optimize the program as your needs and usage patterns evolve. It is a good idea to set a quarterly or semi-annual meeting with your managed print provider to analyze your usage patterns.

### **3. Let your partner manage supply inventories for you**

Many companies have thousands of dollars in unmanaged printer cartridges stashed in supply closets throughout their organization. It is not uncommon for many of these supplies to fit equipment that has already been retired from service. Plus, these expensive cartridges pose an unnecessary temptation of theft by employees who could sell them online for hundreds of dollars.

Your managed print partner should be able to manage supplies for you. An ideal way to do this is to have supplies shipped as they are needed. For example, when a printer cartridge reaches a 25% remaining level of toner, supplies can be automatically ordered and shipped to the printer. This ensures that the cartridge is available without having to incur the cost of stocking unnecessary print cartridges on site.

### **4. Find a partner that stocks supplies for multiple brands**

Most companies have multiple brands of printers throughout their organization. While Hewlett-Packard printers are typically the most common, you need a print management partner that can provide supplies for multiple brands like Xerox, Lexmark, Canon and IBM.

The partner should also offer a choice between Original Equipment Manufacturer (OEM) cartridges or remanufactured cartridges. Make sure to have a discussion with your partner about which types of cartridges will best serve your needs.

### **5. Relieve your IT staff with a printer help desk**

Your Information Technology (IT) team handles many important responsibilities like new corporate initiatives and information security. Managing printer service and supply issues can be a big distraction to the team. In reality, it is typically not necessary to assign high-cost IT resources to handle mechanical printer issues. Look for a managed print partner that provides both on-site service and a printer help desk. This will reduce the number of calls to your IT staff. And, since the people at the printer help desk specialize in printers, they are often able to resolve printing issues faster.

### **6. Schedule regular meetings with your print management partner**

A good print management program is not a one-time event. Instead, it is an ongoing relationship. Over time, your business needs will evolve. This will effect usage patterns. At the same time, it may make sense to replace aging devices with more

reliable, cost-effective and environmentally-friendly systems.

Meeting with your managed print partner on a regular basis helps you maximize the results of the program. Find a partner that is willing to meet with you on a quarterly or semi-annual basis to review your usage patterns and business goals.

### **Additional Considerations**

There are a few additional areas you may want to consider as you choose a managed print partner:

- Can they provide service to all of your locations nationwide?
- Do they provide printers or multifunction system technology refreshes as an option?
- How long have they been providing managed print?
- Can they filter incoming service notifications from your printers to ensure that only important ones are acted on?

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### **Conclusion**

Not all print management programs are alike. Make sure to find a partner that delivers the maximum benefit to your organization.

## About Print Management

Print Management is a comprehensive print management program. The Print Management name evolved from the six key components of our total print management program:

### 1. Print Management Software

We monitor your printer fleet with innovative software that enables us to respond proactively to restock supplies or provide service. View the real-time status of your entire printer fleet, through an intuitive web-based management console. Rich usage reporting provides useful information to make effective management decision to optimize and update the fleet on an ongoing basis.

### 2. Core Supplies Toner

As the largest privately owned distributor of supplies in the United States, we stock a wide range of OEM and compatible cartridges for major printer brands like HP, Xerox, Lexmark and Canon. Even if you have multiple brands of printers in your fleet you can look to Print Management as your single source for printer supplies.

### 3. Printer Service & Parts

When a device is down, we are able to handle the problem through our help desk. If onsite support is needed we respond within 8 hours through a national network of over 350 authorized printer service agents. Your printers stay online keeping your office productive. Ongoing service ensures that your printers will last longer, extending the lifecycle of your assets.

### 4. Inventory Management

Print Management software monitors the supply levels in each of your devices and automatically ships out a cartridge to a printer when it is running low. This ensures that your printers do not run out of supplies and reduces the cost of having a large inventory of cartridges in your facilities. It also saves you from having to utilize your internal resources to manage printer supplies.

### 5. Ongoing Print Management Consulting

Realize the benefits of continuous improvement of your managed print program. The Print Management program can provide regular reviews of your usage. Leveraging data from the continuous monitoring system, we work with you to identify usage trends, problem areas and potential cost savings. You benefit from an ongoing effort to reduce costs and increase productivity.

### 6. Trusted Sales Support Single

#### Point of Contact

Although there are many support people behind the scenes facilitating the CARBON SiX program, you can be assured that one single point of contact will manage and oversee your unique print management needs. Each Print Management program is custom designed to specifically address each end-user environment.