Typical Printing Environment

Significant Unknown Expense

Office printing costs are the largest under-managed expense in business today. According to industry experts, these costs are significant and growing.

- As much as 1-3 percent of your corporate revenues are spent on printing costs.
  Source: Gartner Group
- The average employee prints 12,000 pages annually and can cost a business as much as $1,000 a person in toner.
  Source: Cap Ventures & Giga Information
- Office printing trends show a 10-15 percent increase in printed pages annually.
  Source: HP

Unknown Print Devices and Page Volume

Most businesses do not know the number of print devices they own or page volume they produce. Print device purchases are often made without reviewing the overall print environment or analyzing the capacity within the existing fleet. In addition, print devices are rarely positioned in an effort to align print volume with printer capacity. These practices increase the costs of printing.

- Ninety percent of businesses do not know how much money they are spending on printing.
  Source: Buyers Laboratory Inc.

Multiple Brands and Vendors

It is very common for printers to be added to print environments through purchases made by individuals in different departments with purchasing power. This practice leads to unmanaged and organic printer fleet growth. This decentralized approach

to purchasing print devices results in multiple brands and various vendors providing supplies and service. The cost of managing the environment grows as the number of vendors and cartridge SKUs grow. The average printer fleet of 25 devices requires over two dozen cartridge SKUs.

Copiers and Printers Handled Separately

Copier and print vendors typically work through different departments within your business. For example, your office manager may be responsible for working with copier vendors while your IT manager works with your print vendors. As a result, printer and supply purchases and service requests are often uncoordinated and made without consideration for the overall needs of the company.

The result of decentralization in purchasing of print devices is the appearance of redundant technologies within your printer fleet, and often an over-capitalized environment because no one party or department is taking a central management position. A common scenario reflecting a decentralized purchasing environment is a business or department with a monochrome copy machine residing next to a color printer.

Print-Centric Environment

Most businesses already function in a print-centric environment – meaning more than 80% of print devices are printers as opposed to copiers, fax machines or scanners – and the majority of pages are printed. We all tend to print originals more often than we make copies. As evidence of this trend, HP notes that print volume surpassed copy volume in 1995 and is growing 10-15% each year.

Source: HP

ICS suggests that it's time you start investing less in copy-centric technology and more in print-centric technology.

Significant Employee Involvement

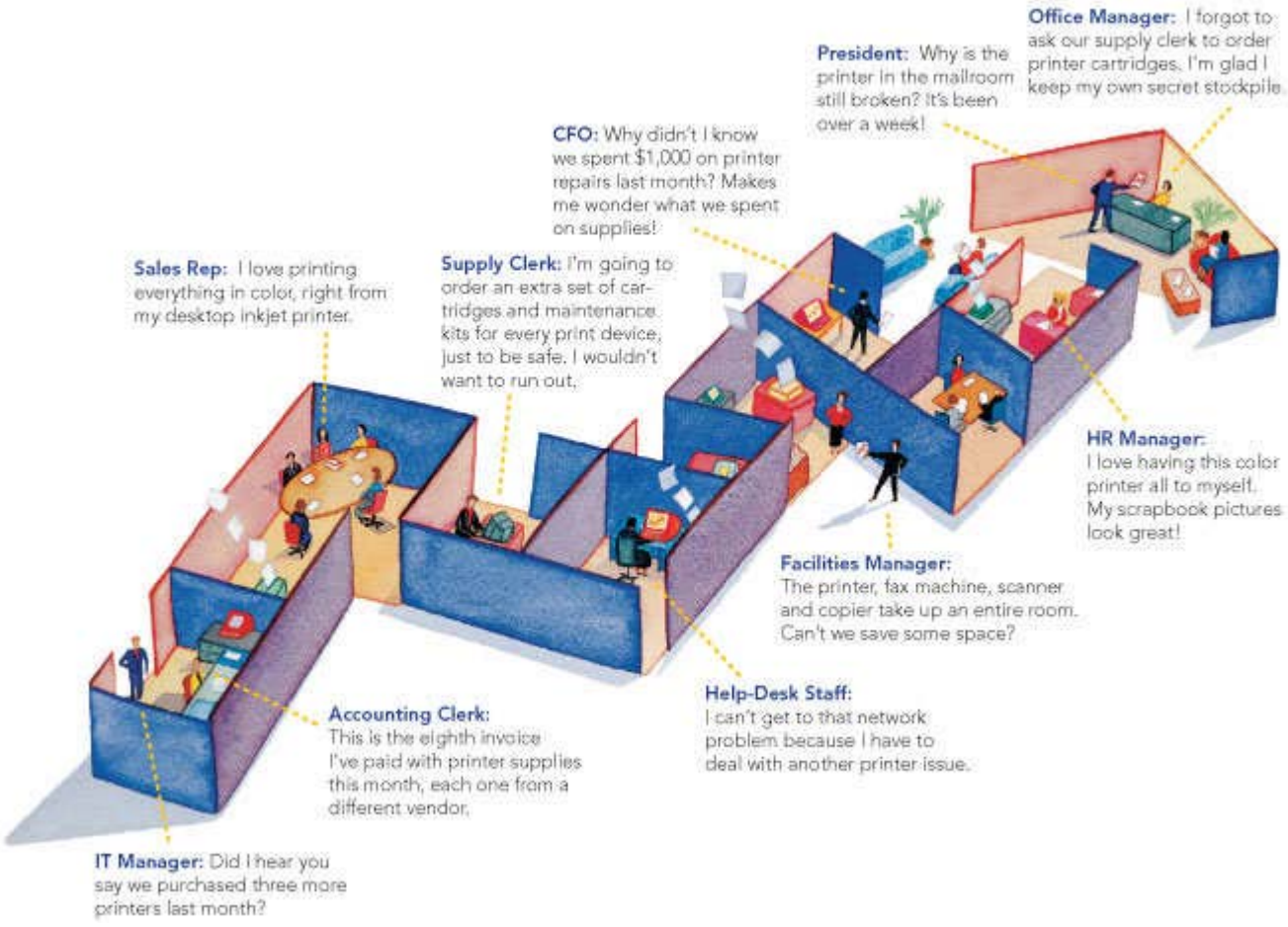
Several different departments within your organization are probably involved in supporting your printer fleet, including: information technology, facilities, administration and finance. The time expended by these departments can be significant in managing supplies inventory, maintaining print devices, troubleshooting print problems, replacing cartridges or parts, and paying invoices.

- As much as 50 percent of all help-desk calls are printer related.

Source: Gartner Group

- The total time required to complete the replacement of a single cartridge – from ordering and inventory management tasks to replacement and disposal — is 23 minutes.
  Source: Gartner Group

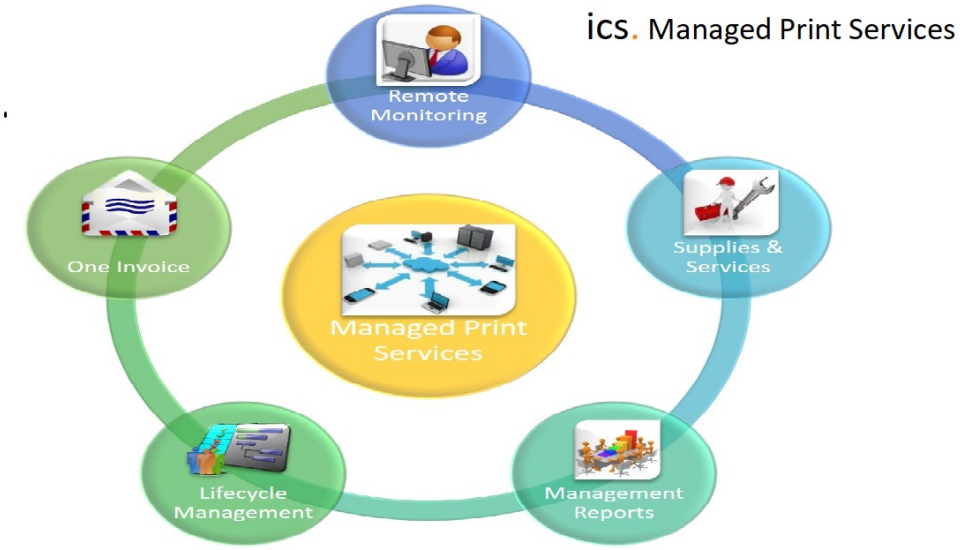
Typical Office Environment



Do you see some of these scenarios in your own business? Each one contributes to the unmanaged costs of printing in your office. What does a Managed Print Environment look like?

ICS Managed Print Services

ICS Managed Print Services takes a *comprehensive* view of the management of your entire print fleet and all the costs associated with printing in your office. Most businesses experience significant savings, as much as 30 percent of their print-related costs, by initiating ICS Managed Print Services.



Remote Monitoring

ICS proactively manages your print devices through the use of remote monitoring software. A small application resides on a networked PC to regularly monitor print devices. Data is gathered concerning page counts and service alerts and is periodically sent via secure transmission to the managed service provider. The data is used to reflect more accurate billing and is analyzed for service issues, often triggering the dispatch of a technician before you may be aware of a service need. The data gives greater visibility of your printer fleet to both you and the managed print service provider.

Supplies & Services

Technicians provide service ranging from simple toner cartridge replacement to major repairs—all delivered at the time of need, as soon as 2 to 4 hours after notification. Printer maintenance tasks are conducted at every visit including printer cleanings. Inventory management chores are eliminated for your staff and printer uptime is maximized with our real time managed print software notifications.

Management Reports

Print volume, device utilization, and service history reports are prepared and shared by

our managed print experts with your IT Manager. These reports provide a new level of visibility into your print environment and become the basis for recommendations regarding the optimization of your print fleet.

Lifecycle Management

Device positioning and replacement recommendations are made in order to optimize your print environment. ICS Print fleet assessment is ongoing. When a printer becomes more expensive to service than to replace ICS will take appropriate actions to support your corporate goals.

One Invoice

ICS delivers managed print services on a per-page basis. Your invoice can reflect print volumes grouped by department or cost center. This practice helps establish printing budgets and keeps you informed of exact costs. You will get **One invoice per month** regardless of how many printers you have or how many toners have been ordered.

FAQs — ICS Managed Print Services

How would my business benefit from a managed print solution?

The benefits realized with a managed print service plan include:

1) Printing costs become known
2) Print devices and page volumes are known and managed
3) Brands and providers are consolidated
4) Print environment is managed *comprehensive*
5) Employee involvement is significantly reduced
6) Savings up to 30 percent on print-related costs, often times up to 50% savings.

What size business benefits most from managing its print environment?

ICS has found that any size business can benefit from managing print-related expenses. The benefits of managed print are more fully realized in an environment with more than 8 to10 print devices.

Why a per-page billing model?

A per-page billing model takes into account all the costs of printing and breaks them down into a simple per-page cost. In this way, all the costs of printing are known to you and can be budgeted, forecasted and reported against in order to more thoroughly manage a previously unmanaged business expense. Furthermore, this model transfers the risk of toner cartridge and print device performance directly to the service provider. Lastly, the per-page costs become an essential data-point for

the management and optimization of your print environment.

What are the typical savings realized by implementing a managed print solution?

Typical cost savings is 10-30 percent. You save time and money by increasing employee efficiency. Employees who previously spent time supporting printers by ordering supplies, processing invoices, and responding to printer-related help- desk calls can better concentrate on their core job responsibilities.

What is a print-centric environment?

A print-centric environment indicates the majority of devices are print-based and the pages are printed as opposed to copied. Over the past two decades the majority of businesses have already migrated to be print-centric. Copy machines play a much smaller role in the print-centric environment.