

November 2015

A new managed print service is being launched at Lewis & Clark. With the expiration of the leases on the current copier fleet, LC is working with Pacific Office Automation (POA) to install new Konica multi-function devices (MFDs) that can consolidate all the functions of the existing copiers, printers, scanners. The goal is to complete the installation of the new fleet and remove redundant equipment before Spring Break 2016.

Definition – Managed Print Services (MPS) is the active management and optimization of document output devices and related business processes. Pacific Office Automation will provide the multi-function devices and all service, toner, software and end user support for both MFDs and a few remaining networked printers.

Background – In March 2014, with an electronic discovery device, statistics were gathered about networked MFDs and printers for the first time and uncovered some interesting statistics:

- The three campuses print approximately **11 MILLION PAGES A YEAR**. To put that in perspective, in order to sustain that level of printing it would take destruction of approximately 1,309 trees or 2.9 acres of forest **EACH** year.
- There are 245 networked printers and copiers. This does NOT take into account any non-networked desktop devices.
- Departments spent \$74,000 on toner with the Computer Purchase Program and Staples over a 12 month period. This does not include purchases from other vendors
- IT spent almost \$16,000 on repairing aging printers, and approximately \$15,000 on software related to the copiers and printers.
- Many departments have a multi-function device, a B&W printer, a color printer, a fax machine and a scanner in the same area in addition to multiple personal desk top printers.

Opportunity – The discovery of this information provided the details we needed to reduce costs, reduce paper consumption, improve work flows, save energy, and free up some IT staff time for more strategic projects. The MPS will allow the college to pay a “click rate” for the pages printed and eliminate separate payments for toner, software and service. Elimination of redundant equipment will save costs on electricity, toner and replacement of unnecessary equipment.

Process – In order to improve our duplication processes, we talked to departments about their specific needs and then went out to bid for a Managed Print Services provider. A committee was created to review the top three vendor proposals. The members of the committee were: Trevor Dodson and Kelly Wainwright from IT; Terri Banasek – CAS; Gena Perinne – Grad School; Stefanie Pickard – Law; Amy Dvorak – Sustainability Manager; and Moira Domann – Purchasing Manager. While all three vendors were able to provide the technical expertise to support a new MPS, Pacific Office Automation (POA) was selected because of lower pricing, being a local vendor and experience in MPS.

Implementation – After a test phase in which IT and POA set up the servers, print drivers and software configurations, the new fleet of multi-function devices began to roll out in March 2015. The new *PaperCut* software will require that each employee sign in with their employee ID number to use the copier/scanner or to release print jobs. *PaperCut* is a print management software that can help reduce printing costs and provide tracking and charge back information.

Benefits

- Cost savings with the new MPS – lower cost “Per Click” (Cost per single sided copy or print - i.e. double sided page would be two “clicks”), reduced paper and supply purchases, reduced electricity consumption, elimination of software and service expenses.
- Better tracking and management of the cost of printing and copying with *PaperCut*. Users will see the costs before starting print and copy jobs. Managers will be able to request reports about print/copy/scan volumes.
- *PaperCut* provides [secure confidential printing](#). Jobs will only print when released by the user.
- [PaperCut Follow Me Printing](#) eliminates “orphan prints” and allows for cancellation of print jobs sent in error. This feature is expected to reduce printing by 12-18% in the first year.
- [PaperCut Follow Me Printing](#) also allows you to print jobs on any MFD on campus.

Effects on Budgets

- Overall savings to the institution is expected to be tens of thousands of dollars per year.
- Department expenses will more accurately and directly reflect the total cost of printing and copying.
- All copies and prints will be charged back to the departments on a “per click” rate (see table below). This rate includes the cost of leases, software, electricity, toner, paper and service. Many of these expenses were previously charged to one central CAS department.

Managed Print Service Pricing

	B&W	Color
Copy Center	\$ 0.04	\$ 0.15
Multifunction Devices	\$ 0.05	\$ 0.21
Stand Alone Printers	\$ 0.10	\$ 0.39

- Departments will no longer pay for toner used in networked MFDs and remaining printers that are included in the MPS. IT will cover the expenses for student lab equipment that is charged to P Counter.
- Five specific SKUs of paper with 30% post-consumer recycled content ordered by the departments from Staples will continue to be charged centrally. [Click here for the list of SKUs.](#)
- Usage by user and department will be tracked and shared.