



# *Distributed Print Management Services*

*A better way to manage output*

**RICOH** | **IBM**  
InfoPrint Solutions Company™

# “... an estimated 20% of all calls to IT helpdesks being printer related...”

Print Management:  
Taking Control of Hidden Print Costs, AIIIM  
E-DOC Magazine, February 2007

## Standardize, Simplify, Save

- Reduce cost of hardware acquisition, supplies, and maintenance
- Increase device availability and utilization
- Improve end-user satisfaction and productivity
- Boost control and predictability
- Reduce administrative costs
  - Consolidate budgets and purchasing
  - Reduce the number of vendors and purchase orders
  - Standardize hardware and supplies
  - Decrease supplies inventory
  - Simplify training and operation

## Pursue one more area of optimization

Do you know that distributed office output accounts for up to 20 percent of total printing costs, which can be as much as 1-3 percent of a company's total revenue?<sup>1</sup> Make a quick calculation and you can see that savings in this area can be a boon to your operations budget. What savings can you expect through outsourcing and right-sizing your output environment? A reasonable target is 10-30 percent.

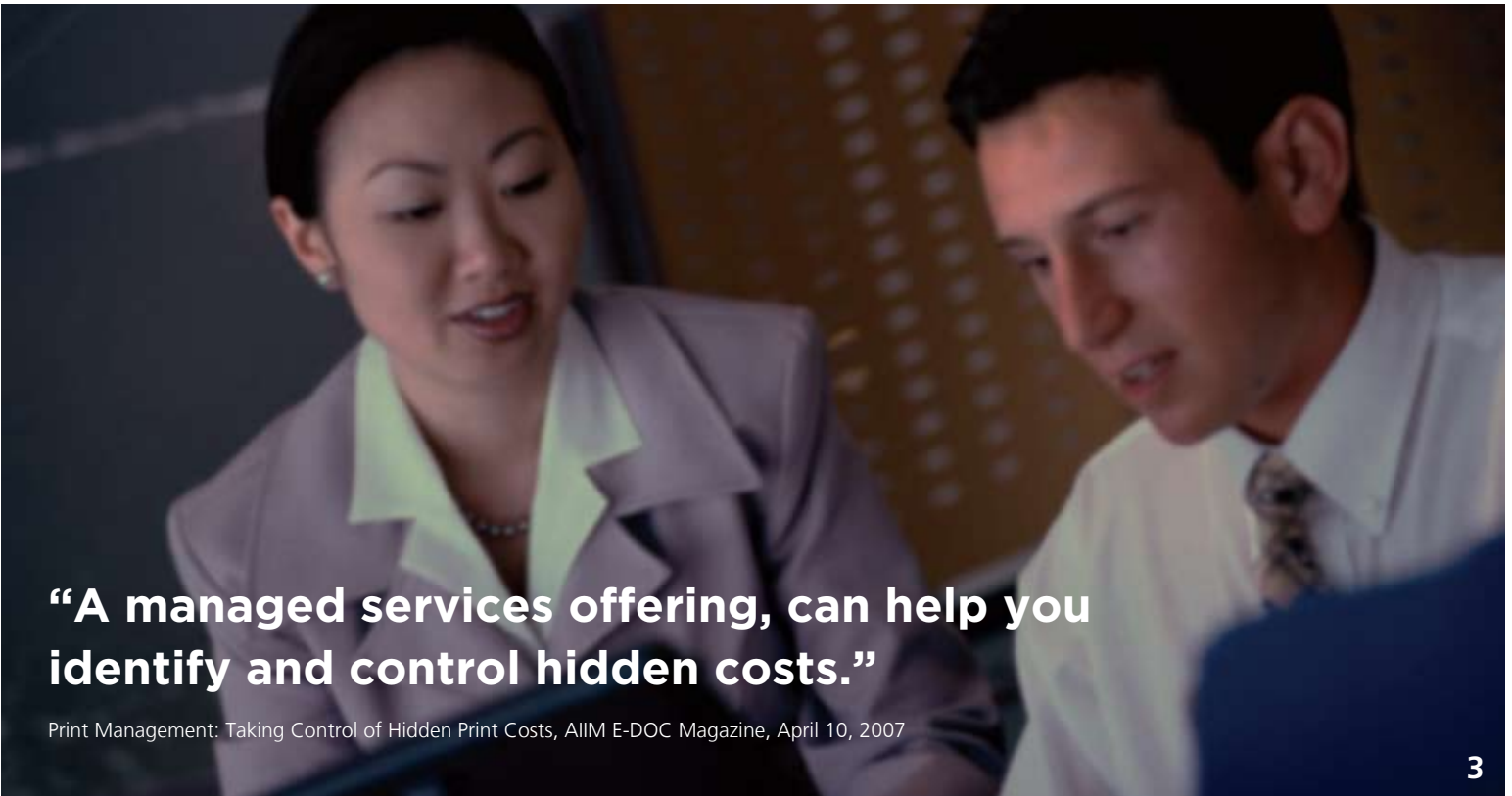
You've most likely consolidated servers and storage and addressed network and desktop issues. It's time to tackle your output environment. As much as 45 percent of the costs of print are hidden, which makes it difficult to assess the true total cost of print. As a result, output decisions may be based only on the visible costs of acquisition and operating expenses. InfoPrint Distributed Print Management Services (DPMS), a managed services offering, can help you identify and control hidden costs – both initial and ongoing, through right-sizing, best practices, and experienced oversight.



## Reduce cost through right-sizing

Print, copy, fax and scan devices may be scattered all over your company. Without a plan and ongoing management, devices tend to proliferate and pose a serious cost-control challenge, especially if you want to take advantage of electronic document delivery, automated workflows, and digital archives. If your environment includes devices from multiple vendors, complexity goes up significantly.

You can move from paper to digital, and optimize processes, far more efficiently and cost effectively when you have the correct number and type of devices. InfoPrint Solutions Company™, a Ricoh-IBM joint venture, has the right people, skills, experience, and technology to help you centralize and simplify your output environment and provide a single point of management.



**“A managed services offering, can help you identify and control hidden costs.”**

Print Management: Taking Control of Hidden Print Costs, AIIM E-DOC Magazine, April 10, 2007

## When should you consider InfoPrint DPMS?

- Your printer service and support costs are escalating.
- Device contracts are expiring within 3-6 months.
- Many of your print devices are more than five years old or a technology refresh is imminent.
- You're running out of physical space for devices and storage.
- You want to migrate from paper to digital workflows and archives.
- You are in the midst of a merger, acquisition, relocation or downsizing.
- You've been given a mandate to cut costs.

## Achieve the right balance with managed output services

DPMS combines expertise, processes, tools, and technology that together help you achieve the optimum output environment – one that balances productivity, cost and worker satisfaction. The output strategy we recommend will be aligned with your IT strategy. With alignment comes better use of resources such as servers, networks and workstations – all aimed at timely, cost-effective business communications. This value-add approach is the core of InfoPrint DPMS.

The key elements of DPMS include:

- Right-sizing with the latest multi-function technology versus expensive-to-operate single-function print, copy, and fax devices.
- Optimizing productivity by placing the right devices in the right locations to satisfy end-user needs.
- Managing assets, supplies, support, and maintenance to free you to focus on core business issues.
- Communicating with you regularly so you have enhanced control of your print infrastructure and visibility into the true cost of print.

**“Typically, only 10% of the office document burdened costs relate to equipment, supplies, and service expenses. For every \$1 spent on equipment, supplies, and service, another \$9 is spent on other burdened costs. These burdened costs include IT support and infrastructure, procurement and facility costs, end-user interaction time, and document management expense. These costs are fragmented in budgets and processes across the organization.”**

*Assessing and Benchmarking Document Costs: Developing a Future Strategy, InfoTrends/CAP Ventures' White Paper, September 2005*

## **Distributed Print Management Services At a Glance**

### **Base Offering**

- Initial and periodic consulting/optimization recommendations
- Transition management
- Hardware
- Supplies and supplies management
- Device monitoring and portal access
- Maintenance
- Standard monthly and custom reports
- Services management
- Asset management
- Installation, moves, additions, and changes
- Account management

### **Optional Add-ons**

- Maintenance for non-InfoPrint devices
- Supplies for non-InfoPrint devices
- Help desk
- Training
- Key operator services
- Optimization consulting
- Content management
- Departmental accounting and rules-based printing tools

A vertical photograph on the left side of the page shows a man in a dark suit and light-colored shirt, looking down at a document he is holding. The background is slightly blurred, suggesting an office environment.

## Pro-business, pro-environment

InfoPrint Solutions Company invests in sustainability programs and activities to minimize adverse impact on the planet. Take advantage of our Energy Star printers, Waste of Electrical and Electronic Equipment (WEEE) programs (where available) and convenient, free return program for InfoPrint toner cartridges.

## Plan the work, work the plan

Best results generally follow an orderly process. The DPMS team can guide you through the transition to managed output services with a minimum of disruption. We engage you in four phases: assessment, design, implementation, and management. A detailed project plan, which we develop collaboratively with you, enables us to monitor progress and stay on schedule.

Our best practices, which are based on our work with companies in both distributed and production environments, guide every aspect of DPMS. We know what works and why it works, so we can achieve results quickly and efficiently. DPMS standard services and optional add-on services are designed to deliver financial and operational benefits from the start.

Our flexible lease or ownership pricing options leverage a price-per-page approach. If you have specific pricing requirements, let us know and we'll do our best to accommodate them.



**Proven processes and best practices can enable a smooth, successful transition to InfoPrint DPMS.**

Let's work together to optimize your output environment with continuous right-sizing. The InfoPrint Distributed Print Management Services team can help you hold the line against rising costs.

InfoPrint Solutions Company has been helping companies of all sizes solve output challenges for more than 40 years. As a Ricoh-IBM joint venture, we can leverage a legacy of industry leading intellectual capital and experience. A single source for general office, industrial, and production printing as well as electronic output solutions, we can integrate technology, services, and know-how to meet your business objectives. Our rapid-ROI approach emphasizes flexibility, reliability, efficiency, and data security.

**Visible results at a global IT facility**

**The challenge:** manage and reduce costs, improve utilization, and streamline supply management and key operator support.

**The result:** 30% reduction in output costs.

<b>Before</b>		<b>After</b>	
Printers	221	Printers	125
Copiers	77	Copiers	43
Fax Machines	186	Fax Machines	77
Multi-function Devices	0	Multi-function Devices	29
<b>Total</b>	<b>484</b>	<b>Total</b>	<b>274</b>

## Learn more

To learn more about InfoPrint DPMS, visit:

[www.infoprint.com/dpms](http://www.infoprint.com/dpms)

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<sup>1</sup> Rightsizing Output Fleets: The Hidden Gold Mine, GartnerGroup research note, 2001.

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