# COST CONTAINMENT 2016

## MANAGED PRINT SERVICES

**Arkansas State has partnered with Xerox Services to deliver best in class services and technology to optimize our printing, copying, scanning and faxing needs.**

## SOLUTION OVERVIEW
Solution includes all of the Equipment, Supplies, Break Fix Support, Managed Print Services, new Xerox Business Engagement and a dedicated, on- campus based Xerox Account Management Team.

- **Equipment -** New Xerox provided, Energy Star certified Mono and Color, digital print technology.

- **Supplies -** Xerox certified supplies for provided digital print technology.

- **Break Fix Support -** Dedicated, on-site Xerox Certified Service Technicians providing immediate break fix support.

- **Managed Print Services -** Complete proactive device management of all Xerox and non-Xerox devices (if desired), proactively monitoring service performance and supply levels with dedicated Level 2 Help Desk and remote diagnostic management.

- **Dedicated Xerox Account Management Team -** A dedicated Account Management team was created exclusively for the University.

- **Xerox Client Manager -** Dedicated to serving as the primary "Voice" of Xerox to the University, working directly with departments, colleges and the health system to create awareness around the new program, oversee needs analysis, conducting "Town Halls" and ensuring the university community has a seamless and easy transition experience.

- **Xerox Account Operations Manager -** Dedicated to managing all the operational requirements of the program for the University, including; reporting, billing, exceeding Service Level Agreements, coordinating Move, Add, Change, Delete activities and other related operational tasks.

- **Xerox Services Technician -** Dedicated to providing immediate response times for end users needing assistance on their devices, whether it be service or supplies related.

# Benefits of MPS for Arkansas State University

## Faculty, Students and Staff

- Increased uptime and reliability based on optimized configurations

- Proactive  monitoring eliminates consumables order and break fix calls

- Secure print, scan to email and repositories where required

- Priority routing of print jobs to appropriate devices

- Single point of contact for problem resolution

- Enhanced options, like mobility printing

## Finance and Procurement

- Cost Savings

- Billing simplification with detailed charge backs

- Address sustainability initiatives

- Single point supply management

- No ongoing need for capital to support environment

- One partner for all onsite print and document services

- Performance measurement with SLA penalties; reduce risk business flexibilty

# Current vs. Proposed State

## Current State

- 0.88:1 employee to device ratio

- 21 unique manufacturers

- 621 unique models

- 17.2% networked devices

- 0.2% utilization rate

- Reactive support model, service and supplies

- Basic reporting

## Proposed State

- 5:1 employee to device ratio (Average)

- 2 unique manufacturers

- 7 unique models

- 95% networked devices

- 4.5% utilization rate (Average)

- Proactive support model, service and supplies

- Robust reporting

# Current vs. Proposed Financial State

## Current State

- Hardware Cost            $15,708.03
- Consumables             $27,208.59

Reoccurring Cost:

- Phone                    $2,090.00
- Power                    $1,402.95
- Help Desk                 $133.39
- Maintenance             $7,031.94
- Ongoing                 $6,961.62

- Monthly Total          $61,131.52
- Yearly Total          $733,578.24

## Proposed State

- Hardware Cost            $26,976.00
- Consumables             $16,271.00

Reoccurring Cost:

- Phone                    $2,090.00
- Power                     $350.73
- Help Desk                 $133.39
- Maintenance                $0.00
- Ongoing                    $0.00

- Monthly Total          $45,821.12
- Yearly Total          $549,853.44

# Actual or Potential Savings

### Current State

- Monthly Total      $61,131.52
- Yearly Total      $733,578.24

### Proposed State

- Monthly Total      $45,821.12
- Yearly Total      $549,853.44

**Savings**

- Monthly Savings      $15,310.40 *
- Yearly Savings      $183,724.80
- 5 Year Savings      $918,624.00

* Savings represents a 25% reduction to Arkansas State's bottom line.