

MPS
2011

Conference
European

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MPS – The Next Level “The People Dimension”

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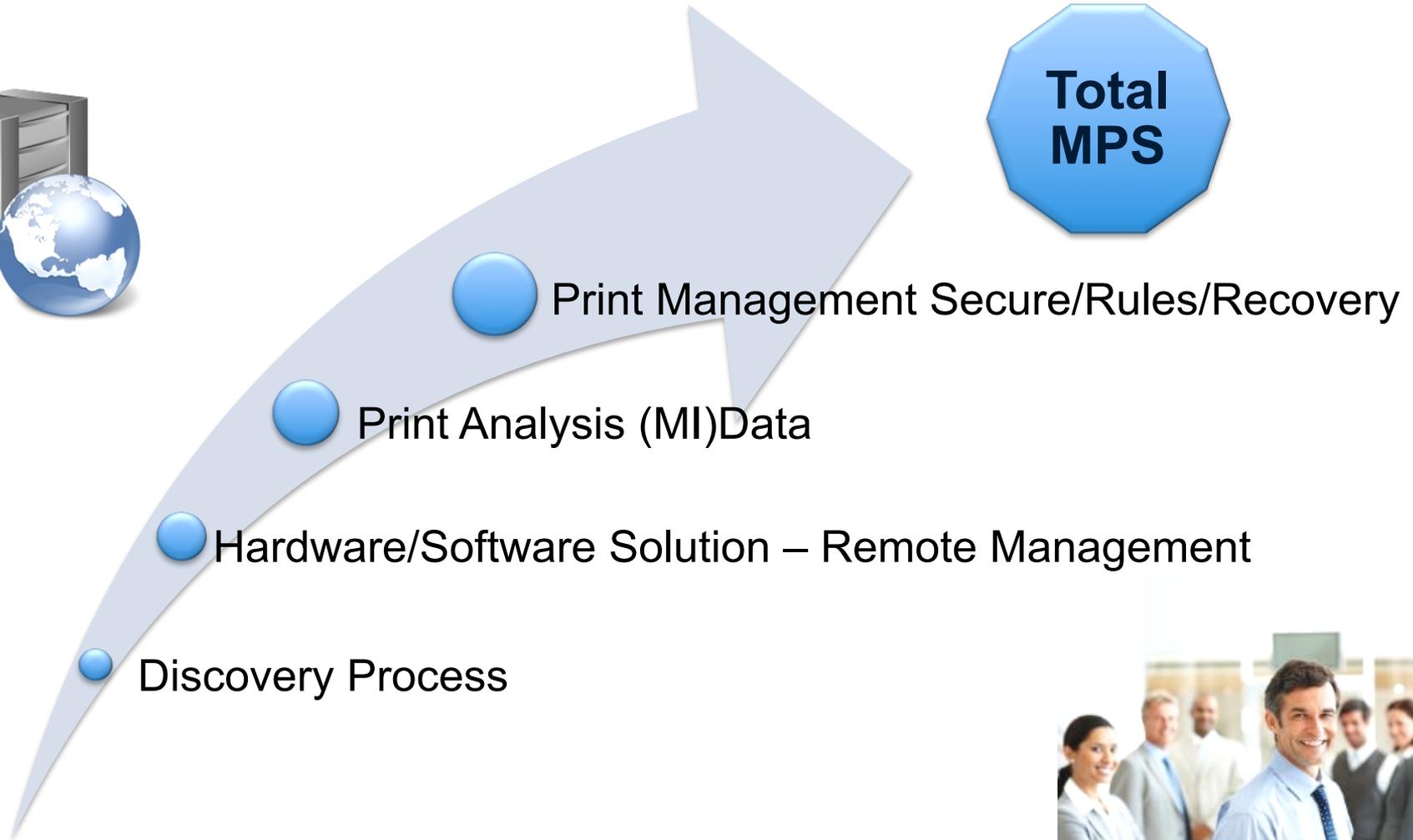
Introduction

- ◆ Founded 1999 – Head office in Calgary
- ◆ Office locations
 - ❖ North America - Palm Beach
 - ❖ South America - Rio De Janeiro
 - ❖ Europe - London, Paris, Dusseldorf
 - ❖ South Africa - Cape Town
 - ❖ Australasia - Sydney
 - ❖ Russia – Moscow
- ◆ Development agreements with every major manufacture
- ◆ Software branded & integrated by key manufacturers
- ◆ In excess of one million licences deployed
- ◆ Numerous industry awards and accolades
- ◆ 40% Market share in US.



MPS – The Next Level

Key Process Steps



The People Dimension

Why People Matter...



The People Dimension

High Street Retail Bank

- ◆ 80,000 Employees
- ◆ Large Direct Manufacturer account
- ◆ Refresh of device fleet
 - ❖ Cost per page proposal
 - ❖ Based on existing device volume
 - ❖ 26,000 devices
- ◆ Multi-million pound opportunity

**DISCOVERY
PROCESS
WINS DEAL**

Board rejected Proposal

- People Dimension unknown



The People Dimension

Large University Hospital

“We can now report to the organisation it’s true print costs with accurate information.

Departmental heads will be able to see what they are spending and have improved accountability,

They have a greater desire to understand the behaviour of users and their requirements.

We now have greater control – printing is now transparent.”



Queen Elizabeth Hospital Birmingham



Part of University Hospitals Birmingham
NHS Foundation Trust

MPS – The Next Level

A View of the Market

- ◆ How is this developing in the German Market?



Definition used by German BITKOM e.V

- ◆ Managed Print Services – MPS – is the allround management of all actions and products (hardware, software, consumables and services) focussed on the customized and optimized output system and document workflow by minimizing cost at the same time

The Changing Focus

Actions in focus now:

1. Analysis of existing output system and workflows – MPS analysis
2. New design and optimization of outputsystem
3. Implementing value add services
 - Fleet management
 - Supply chain management
 - Overall cost control

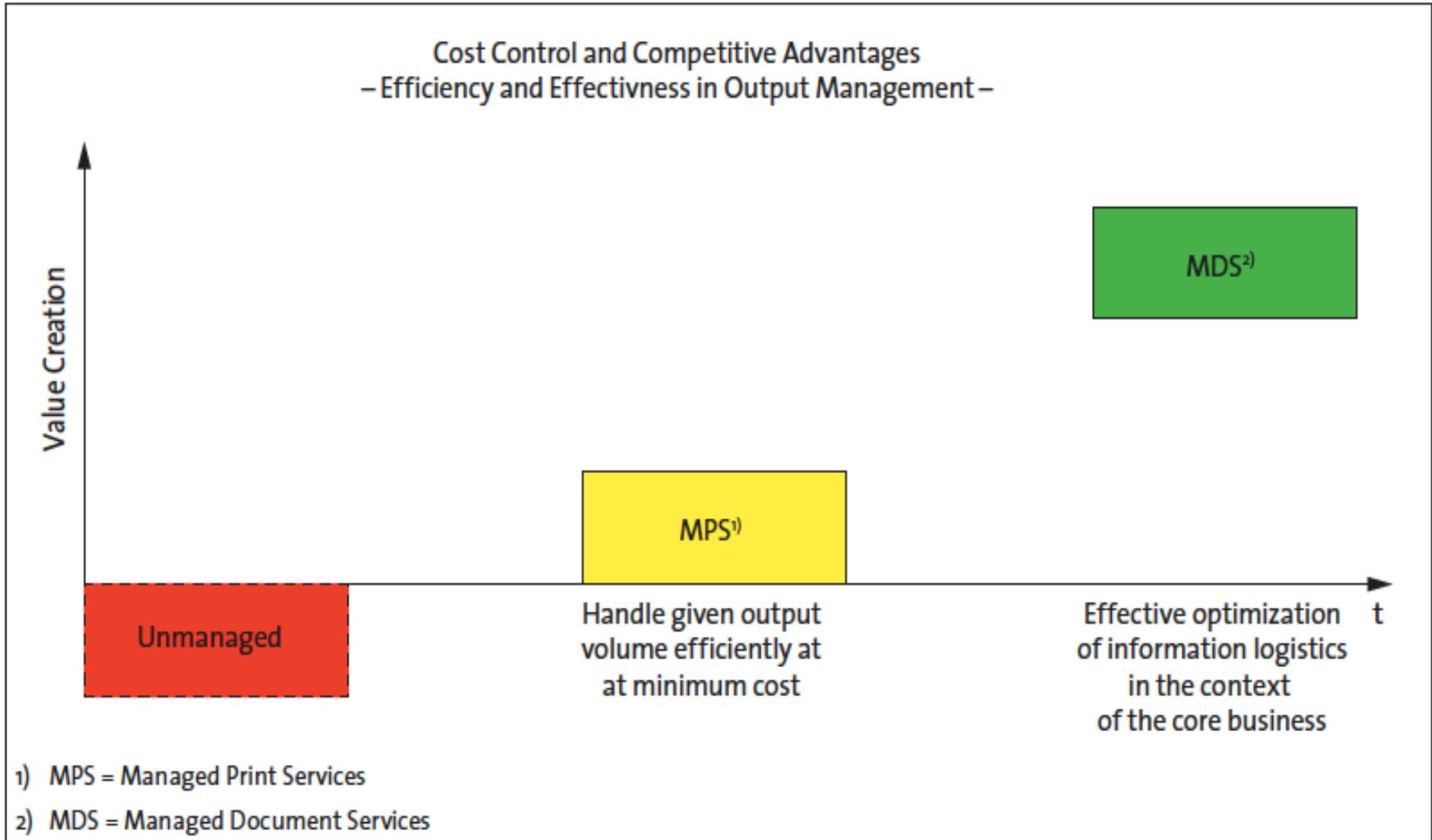
**Output system
will be part of IT
infrastructure**

Change of Paradigm

	Previously	Today	Tomorrow
Paradigm	Standalone hardware	Part of the IT infrastructure	Part of business operation value creation
Management	Unmanaged	Managed Print Services	Managed Document Services
Mental Attitude	“Necessary evil”	“An evil held in check”	“Rough diamond”
Strategy	None	Part of the IT strategy	Part of the company strategy
Requirements of the Market	Minimisation of cost	Technical quality and efficiency improvement	Increase of operational value creation
Context	Individual	Printer fleet	Business process

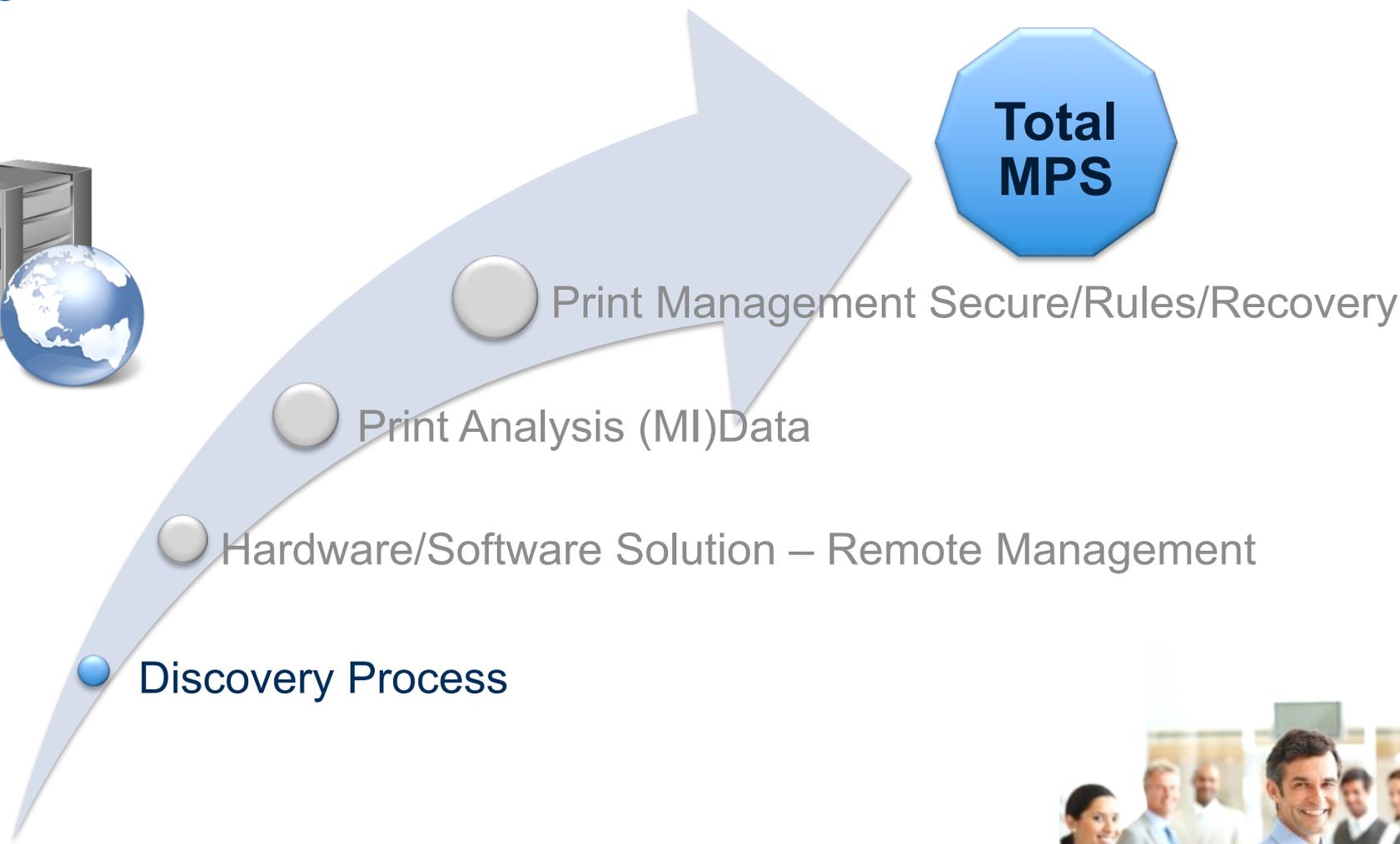
*Bitkom 2011

Change of Paradigm



MPS – The Next Level

Stage One



Discovery Process

Hardware/Software Solution – Remote Management

Print Analysis (MI)Data

Print Management Secure/Rules/Recovery



Information Available To Decision Maker

◆ Ask an FD:

- ❖ Buildings Costs
- ❖ Logistics Costs
- ❖ Staff Costs
- ❖ Communications Costs
 - Mobile usage information on all activity



◆ Unknown...Print

- ❖ Print costs at individual printer level ?
- ❖ Print costs at a user level ?
- ❖ Print costs at a departmental level ?

Simple Versus Comprehensive Audit

- ◆ Simple Audit
 - ❖ Device Focused
 - ❖ Volumes & Toner levels
 - ❖ Reporting tool (comparison reports!)

- ◆ Comprehensive Audit
 - ❖ User Focused + Device data
 - ❖ Who, what, where and how of printing
 - ❖ Application data, Colour / Mono / Duplex / Job size

Discovery Process

Simple Audit – Typical Output

- ◆ Device Details
 - ❖ Make, Model
 - ❖ Serial No.
 - ❖ MAC
- ◆ Devices Volumes
 - ❖ Mono/Colour split
 - ❖ A4/A3 split
- ◆ Supplies Details
 - ❖ Consumable usage

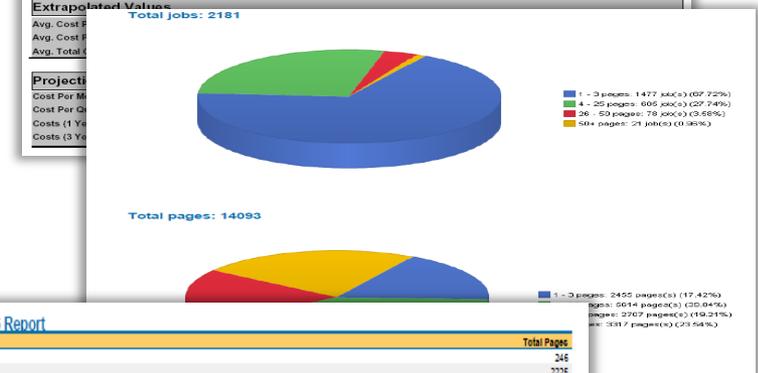
Vendor	Name	Black	Cyan	Magenta	Yellow	Life Count	Color Count	Serial	LCD	Status	Location	
XEROX	Xerox WorkCentre Pro 275, v1	100%				1892		UTU827676E		Ready - Select Fee		
KONICA MINOLTA	bizhub C352	100%	100%	100%	100%	1392			X3eTY-C352 Sleep		Calgar	
OTHER	FS-C5020N	100%	25%	25%	88%	10950	7828	ALH5605388		Sleeping		
KONICA MINOLTA	CF3102	100%	100%	100%	100%	0			X3E-PPE Idle 349E			
TOSHIBA	TOSHIBA e-STUDIO360CP	99%	100%	100%	100%	12	0	32R19J5		Ready, Status / Si		
RICOH	Alicio MP C2500	90%	100%	100%	100%	747	186	L3665701011		Ready		
HP	hp LaserJet 4250	89%				67066		CNB49507K		Sleep mode on		
LEXMARK INTERN	Lexmark C534	88%	88%	46%	46%	7492	4335	K30P039		Power Saver, Stat		
HP	hp LaserJet 4250	92%				21355		CNG-F00306		Sleep mode on		
HP	HP LaserJet 4050 Series	81%				207636		US8B243527		PERFORM PRINT		
OTHER	FS-C5016N	75%	100%	75%	88%	39949	29839			Ready -- LT PLAIN		
SHARP	SHARP MX-2300N	75%	75%	100%	25%	4846	4209	6506726400			DEP=, CIP SH	
SHARP	SHARP MX-4501N	75%	75%	50%	100%	152072	73296	6503487200			CIP SH	
XEROX	Xerox WorkCentre Pro C2128, v	75%	100%	75%	100%	9122	5448	TFN687287		Ready - Select Fee	machir	
HP	hp color LaserJet 4600	73%	79%	80%	59%	54075	37653	JPCK830121		Ready For menu p		
HP	hp LaserJet 2430	57%				9934		CNGK02765		Sleep mode on		
XEROX	XEROX WorkCentre 24 v 3. 1.	50%	16%	17%	16%	42947				Ready to print	Service requested,	
HP	hp color LaserJet 5500	47%	33%	67%	65%	71266	61841	JFGR003988		Powersave on	Low paper	HP Co
HP	HP LaserJet 9000 Series	40%				302537		JPB0P02532		READY To enter n	Low paper	
HP	hp LaserJet 2430	39%				29341		CNGKC03231		Sleep mode on		
OTHER	FS-C5020N	38%	25%	25%	25%	24205	15480	ALH5504519		Ready -- A4 PLAIN		
XEROX	Xerox WorkCentre Pro 275, v1	32%				25364		UTU825804E		Ready - Select Fee		Chevr
LANIER	LD335c	30%	20%	70%	90%	178881	66654	K5050800447				
HP	HP DesignJet 4500	25%	28%	20%	28%			SG5C61900T		Ready		
XEROX	Phaser 4500DT	23%				29263		PMT285494		Power Saver Mode		
HP	HP LaserJet 9000 Series	22%				786991		JFBHP06939		READY To enter r		14th Fl
HP	hp LaserJet 4250	22%				73571		CNB-F05965		Ready		
RICOH	Alicio 3235C	20%	70%	50%	40%	37813	9289	K5051200062			DEP=	
HP	hp color LaserJet 3700	17%	31%	38%	97%	108432	90269	CNK8830859		Ready	Low paper	15th Fl
HP	hp LaserJet 4350	6%				13936		CNG-067830		ORDER CARTRID	Offline, Low toner,	
XEROX	Xerox WorkCentre 7665, v1 Mul	5%	9%	17%	9%	49712	37047	VDR539470		Ready to Scan, C	Service requested,	Chevr
KONICA MINOLTA	magicolor 3300, Release 3.0.2.1	OK	OK	OK	OK	5580				ENERGY SAVER		
KONICA MINOLTA	bizhub PRO 920	OK				823192					No paper, Low pap	
KONICA MINOLTA	bizhub PRO 920	OK				565367						

Discovery Process

Comprehensive Audit – Typical Output

- ◆ User Based Data
 - ❖ User details
 - ❖ Department & group data
- ◆ Device Data
 - ❖ Make, Model, Serial no.
 - ❖ Print volumes
 - ❖ Copy volumes
 - ❖ Mono, colour, duplex
- ◆ Process Data
 - ❖ Document details
 - ❖ Print job type, size, cost
 - ❖ Source application

Executive Summary			
Current Volumes			
Total Number of Days:	59	Total Number of Users:	107
Total Number of Jobs:	28323	Total Number of B&W Pages:	64133
Total Number of Pages:	87410	Total Number of Color Pages:	23277
Current Assets			
Total Number of Devices:	117	Number of Network Printers:	75
Total Number of Models:	53	Number of Local Printers:	33
Total Workstations:	105	Number of Direct to IP Printers:	0
Current Costs			
Avg. Cost Per Page:	\$0.140	Cost of BW Printing:	\$6,413.30
Avg. Cost Per User:	\$114.32	Cost of Color Printing:	\$5,819.25
Avg. Cost Per Printer:	\$104.55	Total Cost of Printing:	\$12,232.55



Print Audit 6 Report	
Process Name	Total Pages
ACCESS.EXE	245
ACROBAT.EXE	2225
ACRORD32.EXE	13306
ACTSDAG2.EXE	1
ADMIN.EXE	12
CSO.EXE	128
EXCEL.EXE	2759
EXPLORER.EXE	4
FIREFOX.EXE	15
EXPLORE.EXE	2618
MSPUB.EXE	180
NOTEPAD.EXE	5
OIG.EXE	11
OUTLOOK.EXE	4815
POPVSTA.EXE	20
PHOTOHOP.EXE	1
POLICY.EXE	108
POWERPNT.EXE	811
RUNDLL32.EXE	151
SBDESKTOP.EXE	139
WINWORD.EXE	21949
Grand Totals:	48604

Discovery Process

Comprehensive Audit – Visualisation

- ◆ Visualise data on Floor plans
- ◆ Overlay user and device data
- ◆ See ‘who’, ‘what’ ‘where’
- ◆ Demonstrate true TCO
- ◆ See environmental impact
- ◆ Analyse and prove rules based savings

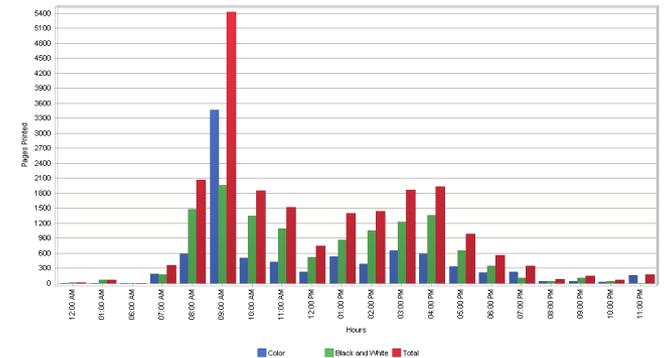


Discovery Process

Summary – Building the total MPS solution

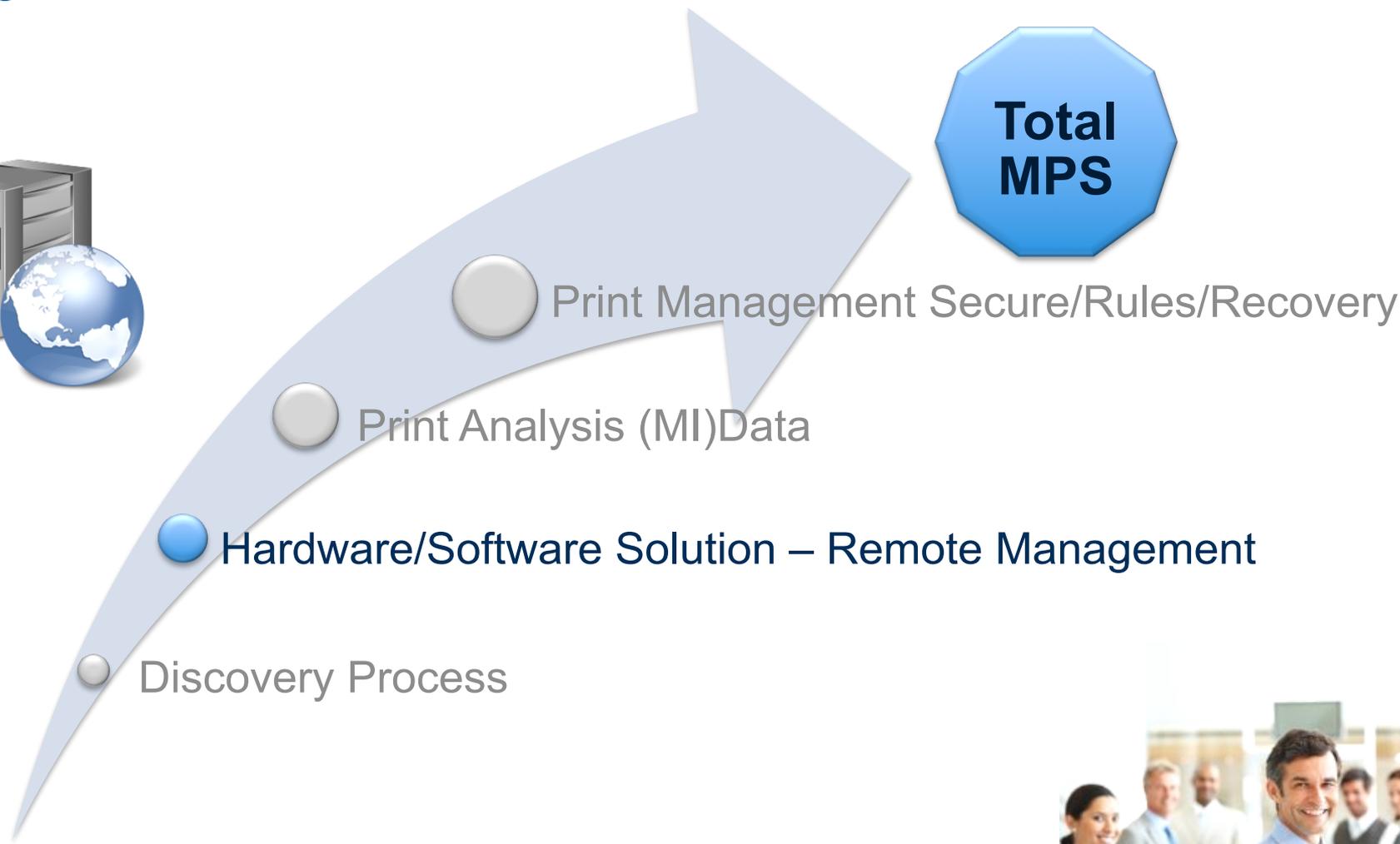
- ◆ We need to clearly understand
 - ❖ Who is doing the printing
 - ❖ What is being printed
 - Applications
 - Document types
 - Duplex /Colour/ Job size
 - ❖ Which device is being used

- ◆ We can make informed decisions
 - ❖ Does it need to be printed ?
 - ❖ Can we change process to eliminate waste – DMS?
 - ❖ Reduce Costs and Add Value



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Stage Two



Discovery Process

Hardware/Software Solution – Remote Management

Print Analysis (MI)Data

Print Management Secure/Rules/Recovery



Hardware/Software Solution

Remote Management – Partial Solution

- ◆ Device data sent to desktop
- ◆ Pre-emptive service alerting
- ◆ Automated supplies ordering
- ◆ Devices managed

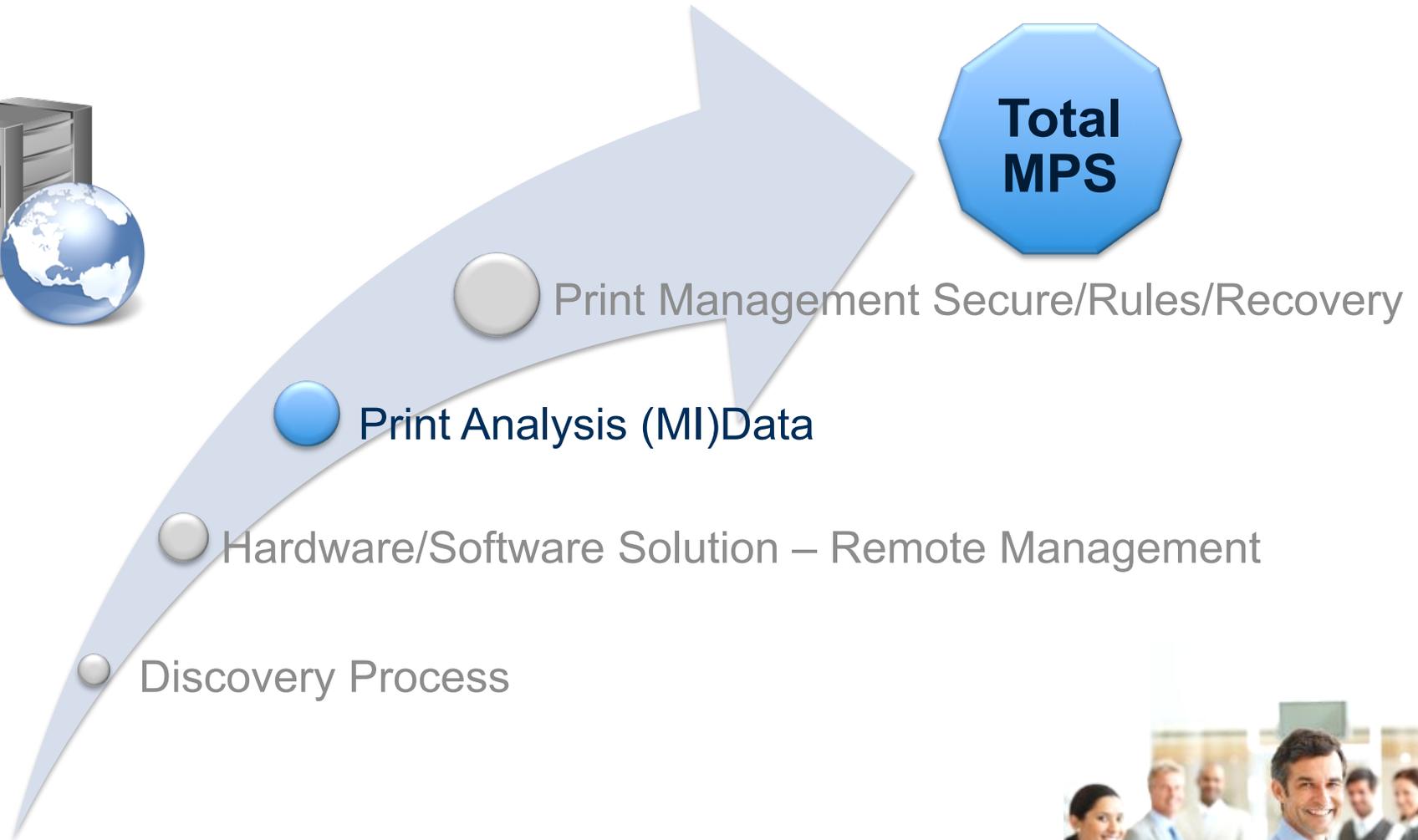
...but full picture incomplete

The people dimension is missing



MPS – The Next Level

Stage Three



Print Analysis (MI) Data

MI Benefit – “Hungry” demanding customers

- ◆ Print is hidden
- ◆ Transparency - who is printing what and where
- ◆ Departmental reporting
- ◆ Natural reduction through monitoring
- ◆ Customer MPS Journey



The Importance Of User Data

- ◆ Public Sector view on MPS provision

“... it was important we understood the ***printing behaviour*** of both ***users***, and ***departments***”

UK Health Authority 2011

Print Analysis (MI) Data

Typical Output Data



30 Pieces of information on every print job

= “Who”

= “What”

= “When”

= “How”

The screenshot shows the 'Print Audit 6 Job Manager' application window. It includes a menu bar (File, Edit, Reports, Tools, Accounting, Help), a toolbar with icons for Find Jobs, Print, and Job, and a search filter area. The search area contains fields for Date printed (Custom, 01/01/2006 to 31/05/2006), User who printed, Printer used, Project Code, Job Number, Color 1 N 2 Y, Department Code, and Glossy. Below the search area is a table with columns: User, Printer, Port, Document, Date, and Process.

User	Printer	Port	Document	Date	Process
Ross Chapin	HP3100	WS19\HP3100	Microsoft Word - 000048 60J-Gilbert New Transmittal.doc	Jan 23, 2006 10:11:57	WINWORD.EXE
Judith Pickering	HP1320	DOT4_001	Microsoft Word - LOA - Exhibit B - with item 26.DOC	Jan 23, 2006 10:12:05	WINWORD.EXE
Judith Pickering	HP1320	DOT4_001	Microsoft Word - Revised Sugar Leaf LOA 01.16.06.doc	Jan 23, 2006 10:13:03	WINWORD.EXE
Meriel McClendon	311-1_BW	WS19\311-1 COLOR	G:\Jobs\05\050082\Cad\WG\CVL\FIG\050082-AERIAL	Jan 23, 2006 10:18:07	ACAD.EXE
Judith Pickering	HP1320	DOT4_001	Microsoft Word - Tuscanoepe Hills LOA 01.19.06.doc	Jan 23, 2006 10:27:58	WINWORD.EXE
Judith Pickering	HP1320	DOT4_001	Microsoft Word - Tuscanoepe Hills LOA 01.19.06.doc	Jan 23, 2006 10:29:48	WINWORD.EXE
Jeremy Mikut	HP3000	WS19\HP3000	Cover Page.pdf	Jan 23, 2006 10:32:42	ACROD32.EXE
Jeremy Mikut	HP3000	WS19\HP3000	Warrant Analysis - DRAFT.pdf	Jan 23, 2006 10:33:59	ACROD32.EXE
Ross Chapin	HP3100	WS19\HP3100	Microsoft Word - 000048 60J-Gilbert New Transmittal.doc	Jan 23, 2006 10:42:24	WINWORD.EXE
Jennifer Walsh	HP LaserJet 4L	LPT1:	Stuart Timesheets.pdf	Jan 23, 2006 10:43:22	ACROD32.EXE
Lindy Wolfe	HP3100	WS19\HP3100	Project Task Lists.xls	Jan 23, 2006 10:49:38	EXCEL.EXE
Curtis Dabodke	HP3100	WS19\HP3100	Microsoft Word - CIP Policy 2005_3_.doc	Jan 23, 2006 10:49:39	WINWORD.EXE
Juan Diaz	311-1, Color	192.168.0.23:3100	Untitled	Jan 23, 2006 10:49:48	AFICMAP.EXE
Curtis Dabodke	HP3100	WS19\HP3100	Microsoft Word - cip procedures 2005_3_.doc	Jan 23, 2006 10:50:01	WINWORD.EXE
Joe Drafke	311-1_BW	WS19\311-1 COLOR	G:\Jobs\03\030025\Fw\030025-BH2-FLUDPCS.dwg.FLUD	Jan 23, 2006 10:54:02	ACAD.EXE

Print Analysis (MI) Data

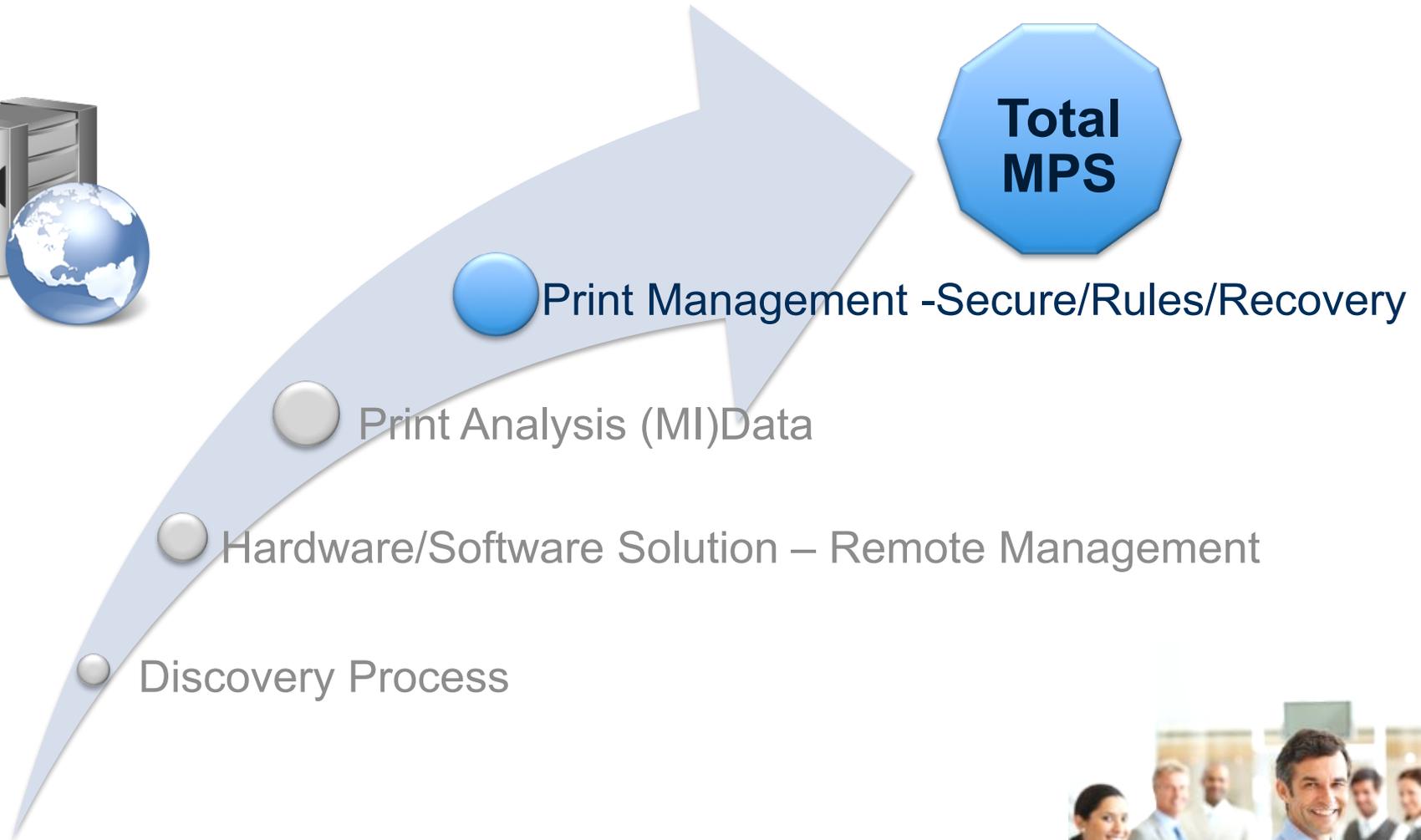
Summary – The value of user data

- ◆ An ongoing comprehensive MPS Solution
- ◆ Provides detail for informed decisions
- ◆ Identifies cost savings and print efficiencies
- ◆ Identifies environmental wins
- ◆ Delivers MI for budgeting and planning



MPS – The Next Level

Stage Four



Print Management

Secure Printing, Rules & Cost Recovery

- ◆ Right Device - Right Job
- ◆ Manage usage improvements
- ◆ Eliminate wasted pages left at printers
- ◆ Review Solution
- ◆ Maintain compliance
- ◆ Prevent unauthorized users



Summary

- ◆ MPS is driven by people and devices
- ◆ Businesses require more information
- ◆ Management Information = Informed decisions
- ◆ Four step process = Full MPS program
 - ❖ Discovery
 - ❖ Hardware/Software solution
 - ❖ Print analysis (MI) data
 - ❖ Print management and process improvement.

The People Dimension

Thank You for your time.

Ian Dunsmore – Print Audit Europe

Dr. Hans W. Stottmeister – Print Audit DE

