Sacramento State
Digital Document Services
Program Background

• Managed print services is a leading practice for a large organizations.

• Sacramento State recognized an area of opportunity for savings and efficiencies in our office and public environment.

• In 2015, Xerox was awarded a 5 year contract to provide an enterprise print management solution.

• Today, Xerox is in the process of leading Sacramento State through the transition from our current state to the future state.
Program Options

• **Optimized**
  - All printing, copying, scanning and faxing needs are considered when designing the future state
  - Currently ABA, HR and IRT are participating, Student Affairs is considering

• **Print, Copy & Scan (PCS)**
  - Meeting only the departments identified needs (e.g. photocopy replacement)
  - Meeting with Academic areas before Faculty leave for the summer
  - Opportunity to add additional devices and/or remove old devices

• **Print Smart**
  - Combining the current pay-per-uses photocopiers and Print Smart devices
Program Objectives

- Achieve operating efficiencies and **reduce print cost by 20% - 30%**.
- Save time with **new technology**, including the ability to send print jobs from mobile devices, scan directly to email, and print confidential information only when you require it.
- **Streamline Sacramento State print operations** by rightsizing the number of print devices.
- Fully integrate print with information technology for **management and support** to achieve a more effective and streamlined service environment.
- Implement a **proactive monitoring system** to identify issues as they occur or when supplies are needed.
- **Allow for secure/private printing** needs by having devices with the capability to enter a code or use another form of authentication to pick up secure or private print outs.
- Encourage the move to paperless offices by **offering more scanning and emailing capabilities**.
- Create a **Greener Environment** by introducing eco-friendly devices that:
  - Reduce power usage
  - Have lower emissions
  - Require less space
  - Use fewer supplies (paper and toner)
  - Reduce our overall waste
Elements of Program

Transition Management

Proactive Device Management

Single Point of Contact

End-User Online view to your devices

Extensive Reporting Capabilities

Break-Fix Services

Supplies
## Optimization Benefits

### Current State
- Overabundant/underutilized assets
- Energy inefficiency
- Wasted inventory
- Inefficient maintenance

### Desired State
- Reduced number of units
- Efficient use of resources
- Reduced cycle times
- Reduced costs
Program Benefits

**Overall Value**

- No upfront cash investment required
- No ongoing need for capital equipment purchases/leases to support environment
- Reduced costs associated with multiple vendors
- Management of color expense
- Reduced costs through improved asset utilization
- *Streamlined consumable* acquisition process
- Maximized *equipment performance and uptime*
- **Improved service levels** to end users
- **Gain control** of output assets
- Empower IT department **to focus on core activities**
- Maximize *return on IT/IS asset investments*
- Provide support resources to **improve office productivity** and help Sacramento State achieve its financial and operational goals
Program Benefits to End Users

Value to End Users

- *Increased uptime and reliability* based on optimized configurations
- *Proactive monitoring* eliminates consumables order and break fix calls
- *Pride and support* in participation in the greater causes of *Sustainability*
- *Secure print* and scan to email and file share
- *Priority routing of print jobs* to appropriate devices
- *Single point of contact* for problem resolution
- Affordable *color*
Value to IT

- **Minimal resource allocation** required to support
- Current **Xerox MFDs are supported and approved** configurations
- **Reduced IT expenses** for output support
- Server software to install, configure, manage, monitor, and report on networked printers and multifunction devices
- **Print Best Practices** Implemented
- **Proactive management**
- **SLA Performance** measurements
- **Business Flexibility**
- **Improved print security**
- **Reduced Helpdesk** calls
- **Continued improvement**
### Example Device Payment Schedule

<table>
<thead>
<tr>
<th>Month</th>
<th>Prints/Copies</th>
<th>Print/Copy Cost ((0.0425))</th>
<th>Minimum Charge</th>
<th>Actual Billing</th>
<th>Annual Sum Paid</th>
<th>Min Sum Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>6328</td>
<td>$268.94</td>
<td>$151.00</td>
<td>$268.94</td>
<td>$268.94</td>
<td>$1,812.00</td>
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<tr>
<td>August</td>
<td>-</td>
<td>-</td>
<td>$151.00</td>
<td>$151.00</td>
<td>$419.94</td>
<td>$1,812.00</td>
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<tr>
<td>September</td>
<td>7021</td>
<td>$298.39</td>
<td>$151.00</td>
<td>$298.39</td>
<td>$718.33</td>
<td>$1,812.00</td>
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<td>October</td>
<td>2115</td>
<td>$89.89</td>
<td>$151.00</td>
<td>$151.00</td>
<td>$869.33</td>
<td>$1,812.00</td>
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<td>November</td>
<td>5952</td>
<td>$252.96</td>
<td>$151.00</td>
<td>$252.96</td>
<td>$1,122.29</td>
<td>$1,812.00</td>
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<tr>
<td>December</td>
<td>2187</td>
<td>$92.95</td>
<td>$151.00</td>
<td>$151.00</td>
<td>$1,273.29</td>
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<td>1976</td>
<td>$83.98</td>
<td>$151.00</td>
<td>$151.00</td>
<td>$1,424.29</td>
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<td>February</td>
<td>10667</td>
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<td>$151.00</td>
<td>$453.35</td>
<td>$1,877.64</td>
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<td>$85.36</td>
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<td>$2,127.16</td>
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<td>-</td>
<td>$29.67</td>
<td>$2,156.82</td>
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<td>May</td>
<td>5569</td>
<td>$236.68</td>
<td>-</td>
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<td>$2,393.51</td>
<td>$1,812.00</td>
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<tr>
<td>June</td>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>$2,393.51</td>
<td>$1,812.00</td>
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<td>$2,393.51</td>
<td>$1,812.00</td>
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</table>

Carry Over: $337.19
### Stages of Transformation

<table>
<thead>
<tr>
<th>January 15</th>
<th>February 15</th>
<th>March 15</th>
<th>April 15</th>
<th>May 15</th>
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</thead>
<tbody>
<tr>
<td>Build out Infrastructure</td>
<td></td>
<td></td>
<td></td>
<td>QA Infrastructure/Procedures</td>
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<tr>
<td>June 15</td>
<td>July 15</td>
<td>August 15</td>
<td>September 15</td>
<td>October 15</td>
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<tr>
<td>Deploy Optimized</td>
<td>Deploy majority of Print, Copy and Scan (PCS)</td>
<td>Deploy Print Smart</td>
<td>Second wave of Site Assessments</td>
<td></td>
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<tr>
<td>Deploy Print Smart</td>
<td>Process Integration</td>
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<td>Blackouts</td>
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<tr>
<td>November 15</td>
<td>December 15</td>
<td>January 16</td>
<td>February 16</td>
<td>March 16</td>
</tr>
<tr>
<td>Deploy Secondary of Print, Copy and Scan (PCS)</td>
<td></td>
<td>Blackouts</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Overall Project** | **Optimized** | **Print, Copy & Scan (PCS)** | **Print Smart** | **Blackouts**
Questions

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