Managed Print Services – Frequently Asked Questions

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What is the Managed Print Services (MPS) program?

The MPS print program is a four phased initiative. Phases 1 and 2 will centralize the management of all printers, copiers, scanners, and fax machines with one vendor that specializes in document print management. Phases 3 and 4 will focus on process improvement. This includes the streamlining of existing processes and the development and implementation of new processes all designed to reduce print and print storage requirements. Ultimately this will result in substantial savings (estimates are up to four million dollars per year) for the commonwealth.

The MPS project launched in April, 2013; it is expected to take 18 months to complete the initial optimization of the Executive Branch. The vendor managing the MPS program is Xerox Corporation. All agencies within the Executive Branch of state government will participate. Other state and local agencies may participate in the program by submitting a request to the Project Manager listed on the www.ky-mps.com website.

MPS Benefits include:
- Eliminate or reduce most ownership concerns (maintenance, repairs, storage, disposal, upgrades, etc.)
- Reduce print output costs
- Improve quality of services
- Provide newer and more efficient technology
- Reduce energy consumption, greenhouse gas emissions, and landfill waste.

End User benefits include:
- Faster Output Speeds – These new devices reduce the time spent waiting for jobs to finish, minimize print queue backups and allow us all to accelerate our sharing of documents and information.
- Better Image Quality – New output devices will print and copy better-looking, high-quality documents.
- New Finishing Options – Finishing options will be available on our new output devices, delivering documents that are ready for distribution quickly and easily.
- Secure Output – New devices prevent unauthorized access to our documents by holding jobs in queue until your badge is swiped, ensuring 100% confidentiality.
- Improved Services – Xerox will provide service support and proactive maintenance for devices in the program.
- More Printing Features – In addition to duplex printing and automatic document feeding, a number of these devices allow users to print, fax, scan or copy simultaneously, giving us true all-in-one devices that let us accomplish all of our printing in a single trip.
- New Scanning Capabilities – Create digital archives of your documents, scan to email and more to access and distribute information faster while reducing your storage space needs.
- Follow me Printing – Print to any MPS device where you need it.

Questions about the Managed Print Services project?

Each agency will have a representative assigned by your executive leadership. This representative's contact information will be posted near most print devices. You can also visit the MPS web page at www.ky-mps.com for more details.

OPTIMIZATION

What is "optimization"?

Optimization is the implementation of the approved optimized Future State designs. The implementation of these designs is called optimization because it is the "optimum" configuration of the equipment and functionality based on requirements found at the survey and interview. This is one of the primary reasons agencies need to fully identify their requirements in the interviews.

Optimization will involve relocating existing devices, adding new devices, removing older devices and removing assets that are underutilized and / or are too abundant. This includes both networked devices and personal printers connected directly to business computers.

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Full optimization takes about 9 weeks from initial interview to equipment deployment. However, the deployment slows down considerably if/when agencies take a considerable amount of time (weeks) to review their optimization design.

Will agencies have input into their optimization?

Yes. An initial 'recommended' plan provided by Xerox will be presented to each agency. The plan is based on actual usages, floor layouts, business requirements, best practices, and numerous other factors. Xerox uses a Business Analyst along with a tool set to come up with an optimized design. The design is then tweaked with the agencies to ensure that productivity does not suffer.

The highest priority has been to optimize agencies with expired leases and failing devices. However, if your agency identifies areas that need to be prioritized, please contact your Business Relationship Manager (BRM). The BRM will work with the Managed Print Project Manager to adjust the schedule if approved.

The number of devices recommended in the optimized plan is lower than our current number of devices. Why?

The recommended design will be tweaked with the Agencies to meet business needs. Xerox rates each of their devices for a specific volume band. Each band has a specific device optimized for that volume and we try to place the proper device. We also try to take several smaller devices (say three or four devices printing a total of 5,000 images) and consolidate them into a single device provided it stays within 30 paces and does not cross security zones or other barriers. This is the table we work from:

Band	Volume per month			Speed (pages per minute)
1A	0	-	500	25 or less
1B-2	501	-	7,000	25 to 30
3	7,001	-	13,000	35
4	13,001	-	25,000	45
5	25,001	-	50,000	55
6	50,001+			65

Once optimized how long before my agency is allowed to make changes to, or equipment?

One of the most important aspects of MPS is that it is a living program. Agencies are not locked into equipment or designs for four years like a lease would require. As an Agency's business needs change they can request equipment be moved, added, changed, or deleted from their plan. While there may be a small charge to move equipment, there is no lease-type penalty associated with removing a device or changing a plan. The agency's billing would simply be revised to the new design. Business needs must be actual needs and are subject to review by the MPS Governance Board.

PRE-IMPLEMENTATION

We need a new device now; we have not been optimized yet. What do we do?

Go to the www.ky-mps.com website and download the New Device Request form and follow the instructions. It will take about four weeks to get the MPS device. The device will be considered an interim MPS device until we can get to the agency for full optimization. The device will have the full MPS benefits (pricing, monitoring, free toner, etc.).

We have print devices with special functions that are working fine. We do not need new Xerox devices.

For standard print devices we can add those existing devices to the MPS program and have Xerox support it, maintain it, and purchase toner for them. This is no base charge and only a price per impression is chard for devices like this. This tends to be very useful for special usage devices like dedicated envelope printers. Other devices like mobile printers will simply be exempted and classed as out-of-scope. Agencies would then be required to support that device themselves. Scanners, plotters, large format devices, and production devices are all out of scope and again would be supported solely by the agency.

We need an electronic document management system to go with the new Xerox devices.

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This is a phase 4 initiative and we will need time to do a pilot on various software and then request it be approved as an enterprise standard. Currently agencies that must have software such as an electronic document management system will need to follow the current procedure using standard procurement channels; it is not yet an MPS offering.

IMPLEMENTATION

What are the first steps in implementing the MPS program in my agency?

A meeting between the Commonwealth's MPS Project Manager, the Xerox Transition Manager and the Agency's executive leadership will be held. This meeting will allow the Project Manager to explain the MPS program while providing the executive leadership the opportunity to provide information regarding unique business needs. Typically an agency contact (for day to day issues) is provided during or shortly after this meeting and the agency's device assessment survey will be scheduled.

At the survey, a detailed equipment inventory of the agencies printers, copiers, fax, scanners, and specialized print devices (plotters, etc.) will be conducted. Usage statistics and locations will be collected from all print out equipment and service tags will be affixed to each device during the inventory.

Xerox makes the initial optimization design based upon past print usage, current agency requirements, and industry best practices. There are approximately a dozen device models on the contract which will address most agencies' needs. Remember, Agencies are involved and do have a voice in their final implementation plan.

What if I have a specialized requirement that a managed print device will not meet?

The agency must identify these specialized devices in the interview. The Commonwealth Project Manager will classify any highly specialized requirement devices (such as plotters, large format printers, professional production devices, badge printers, high speed scanners, and the like) as 'Out of Scope' and the agency will be able to retain these devices or replace them following the standard procurement processes.

Will I have to map to the new printers?

Modern technology normally allows for automated transition from the old print queues to the new print queues once the new printer has been installed. In some cases, and depending on the operating system in use, you may need to restart your computer or map to the device manually.

POST-IMPLEMENTATION

How can we ensure the new equipment continues to best fit our needs?

Since this is a living program, device usage will be reviewed quarterly. Over-utilized devices may need to be upgraded while underutilized devices may need to be downgraded. For extremely large under or over utilization, devices may need to be added or deleted from the plan. No automatic upgrade or downgrade will occur; the agency will be contacted by Xerox with the recommendation for changes.

We have 'peak' printing seasons (budget, open enrollment, etc.) when our printing needs increase dramatically. What happens then?

Many agencies have peak periods where they tend to print two to ten times more volume in a specific period. For situations like this a temporary device may be added to the agency to meet this peak demand. The agency would only be required to pay for the 90 days or so it was needed and it could then be removed when it was no longer needed.

MOVES, ADDS, CHANGES, DELETIONS

Once optimized, can we add a feature to an existing device?

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Yes, submit a MACD (Move, Add, Change, Dispose) Form (available for download at www.ky-mps.com) through the Commonwealth Service Desk at email ServiceCorrespondence@ky.gov or at 502-564-7576. It will be reviewed by the MPS Governance board. The board will approve or reject the request.

We need equipment moved or added to a new location. How do I proceed?

Submit a MACD (Move, Add, Change, Dispose) Form (available for download at www.ky-mps.com) through the Commonwealth Service Desk at email ServiceCorrespondence@ky.gov or at 502-564-7576. It will be reviewed by the MPS Governance board. The board will approve or reject the request.

BILLING AND PRICING

How much can my agency save?

It depends on operational requirements and current devices deployed and processes used. To date agencies have saved as much as 40%. Once processes are optimized the overall savings of each agency is expected to be higher still.

How are agencies billed?

Managed Print Service devices are billed as a device 'base charge' plus a price per printed impression (PPI). Billing is done on a monthly basis.

At the Agency level, summary billing will be provided to the individual identified in the interview as the responsible person for payment. It will summarize device types and quantities, and provide a total cost of all black and white and color pages printed.

What is "PPI"?

PPI stands for "Price per Impression". An impression is a side of a print, fax, or copy – any of which exits the device. While duplex printing generates two PPIs, it still saves on paper costs (acquisition, delivery and disposal). A double sided page would be charged for two impressions (one per side). Scanned images or outgoing faxes do not count in the PPI tallies.

What is the cost of color printing versus black and white?

Typical costs are <u>eight times higher</u> per color page than for a black and white or grayscale image. Utilizing black and white (greyscale) printing and reducing color output can significantly reduce the commonwealth's print costs. Reducing the size of an image or printing one line of color on a page has the same cost as printing an entire page of color print.

I already own my equipment. How is this saving me anything?

Agencies typically pay for repairs or maintenance contracts as well as needing to purchase toner. The new equipment deployed will be fully maintained by Xerox and replacement toner is included in your monthly bill. Additionally newer equipment has added capabilities which often increase productivity and are far more emergency efficient to operate.

We are sharing a device with another agency. How can I see who is printing the most? How do I avoid waste and abuse?

Split billing can be generated for these shared devices based on actual usage. Whenever a Manager requires detailed usage information, a request can be submitted to the Service Desk and a detailed usage account can be generated for each user. This report will show a detailed report of printed pages (b/w and color) by each user on a device by device basis.

TRAINING

How will training be provided?

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As devices are replaced, basic device operations training will be provided immediately after turn-up. "How To" posters will also be hung near the new devices. On-line training will always be available at the web portal www.ky-mps.com.

Advanced on-line training and documentation are available at www.ky-mps.com. Instructor led training is available at an additional cost if desired and can be requested by contacting the Xerox Service Desk.

SERVICES AND SUPPORT

How do we request service?

Contact the **Xerox help desk** to report any issues. Have the Serial Number ready.

- Telephone: (855) 249-1527
- Xerox web portal, select the support option: www.KY-MPS.com

Please do not contact the Commonwealth Service Desk unless you have an issue that is not being resolved by the Xerox help desk.

What support services will be provided by Xerox?

- Proactively monitor each network connected device
- Provide live customer support during business hours
- Provide a web portal for support requests 24 x 7
- Dispatch maintenance personnel within 6 hours anywhere in the state
- Mail toner kits to device contacts when needed
- Provide training (cost involved) upon request

How is Xerox engaged for support?

Networked Devices:
- Anticipated problem – network connected printers automatically generate an alert to inform Xerox that attention is needed. Modern Xerox devices have what is comparable to a 'Check Engine' light which will remotely notify the monitoring center that service is needed long before the device fails. This is how toner is monitored and replacements sent before needed.
- Unanticipated problem – this would be equivalent to a blown tire. No warning is possible and problems are known only after the event occurs. Xerox will dispatch a technician for network connected devices.

Non-network Devices:
- Xerox has no way of monitoring the device so users must submit monthly meter counts, order toner as it is needed, and notify Xerox of any event or failure.

What can I do on the Xerox web portal?

The Xerox web portal is the single stop for nearly all of your needs. At the web portal www.KY-MPS.com you can:
- Order supplies
- Submit a trouble ticket
- Submit a request to move, add, change, or delete a feature or complete device
- View training
- Request detailed billing or device usage

CUSTOMER CONCERNS

My personal printer is being removed, now I have to walk way over there…

Managed Print is about optimization. We reduce or eliminate small expensive personal devices in favor of larger centralizes shared devices. We use a walk distance of about 30 paces (100 foot) and attempt to place a device within that distance. We also take into account any security zones and demark points and ensure we place a device to prevent users from crossing zones to get a print.

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I need to keep my own printer because I deal with secure or sensitive information. I can't be printing to a common device.

Xerox has a feature called Secure Print that allows users to enter their own code on their desktop or laptop and send the printouts via secure print. The user could send a single job or dozens of jobs to the device. The device will keep the information in encrypted storage until the user walks up to the device and enters their code to release the job(s). Storage is automatically overwritten at periodic intervals (72 hour or so – agency selectable). Some users may have a need that secure print will not fully address and they will be looked at on a case-by-case basis.

We had a much faster device before and now we are getting a slower device. I don't want to be standing in line for printouts.

A 55 page per minute device shared by three people with an average usage of 2,500 impressions per month is overkill. A fast device like this may cost the commonwealth $350 - $500 per month while a properly sized 25 or 35 page per minute device would cost far less than half of that. Devices placed are typically kept to far less than 5% usage and most often are down around 2%. This results in usage time in an 8 hour day to between 10 and 30 minutes per device spread out across the day. It should be rare for any lines to form. There are cases where devices are used for large scan or copy jobs and someone may have to wait a few moments for one other person, but a line should not form. If this is the case, the optimization may need to be reviewed with dedicated copiers and/or scanners.