BMP
PRINT SOLUTIONS

Experts in Managed Print Service

Print Management Overview

An instructional guide to Managed Print Service courtesy of BMP Print Solutions.

http://www.bmponline.com

Print Management Overview

At BMP, we measure success through savings and efficiencies. We often save our clients up to 40% on their printing costs.

Why a Print Management Program (PMP)?

Print Management Programs (PMP) are proactive in nature. Designed to identify problem areas, realize significant cost savings, extend equipment life, providing management reports, increasing end-user productivity, ensuring optimal printer operation, and accurate budgeting.

A print program helps protect against increased costs associated with supplies, maintenance and service repairs; making budgeting increasingly more difficult.

Traditional programs respond only after a problem has occurred. Through real-time management, BMP allows our clients to be proactive themselves on the many mission-critical initiatives they were hired to accomplish, instead of running all over fixing printers.

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* **Document production can eat as much as 3-5% of a company's annual revenue** *(IDC and Gartner research)*

* **Studies have shown that up to 20% of all calls to Help Desks are print related.**

* **Companies waste resources ordering supplies and carrying obsolete inventory.**

Why BMP Print Solutions?

We manage print as a business process. We coordinate with IT, Finance, and Purchasing to create company-wide print solutions.

Makes makes BMP the expert in Managed Print?

For 20 years, we've provided our clients cost savings and improved usage for their printing needs. BMP has implemented Managed Print Service programs for clients throughout North Carolina, including small companies, mid-size hospitals, and large manufacturing corporations.

Click here to read how this program saved a Triad company $190,425 on its printing costs.

The largest Hospitals, County Governments, Law firms and Manufacturing facilities in North Carolina trust BMP to manage and maintain their printer fleets and MPS programs.

All of them have reported the following benefits from MPS:

- **Significant monthly savings.**
- **Real-time monitoring.**
- **Fewer calls to Help Desk.**
- **Dedicated support team.**
- **Track machine usage.**
- **Single monthly invoicing.**
- **Toner and ink ship automatically.**

Clients often call us frustrated with their existing MPS program provider. Unfortunately they mistakenly trust their copier company to manage their printer fleet but find them ill-equipped to handle the complexity of managed print in specialized environments.

Don't make the same mistake. Partner with the true experts in managed print service: BMP Print Solutions. Get it right the 1st time!

Print Management Overview

BMP Print Solutions will analyze your printing fleet and implement a company-wide print management program (PMP) to contain, control and reduce costs.

Is this solution industry specific?

Not at all. Any organization that has an installed base of print devices can benefit from a strategic relationship with BMP Print Solutions. We currently manage print environments in the health care, legal, retail, restaurant, manufacturing, technology, facilities, software, consulting, financial, construction and insurance industries.

Why should we consider implementing a PMP now?

Our print management program doesn't require any capital expenditures. We simply take over the management of your existing printers in a way that will increase end-user satisfaction, reduce IT printer support requirements, and lower a companies operational overhead.

This is a non-invasive solution, which can be easily implemented within hours with no interruption to your current workflow.

How do we implement a Print Management Program?

This truly is a hands-off implementation. We will have technicians on site to label each of your print devices and take initial print page counts. They will bring all of your equipment up to OEM specifications. Additionally, we will provide you with sample emails that can be sent to your end-user community that explains the new procedures for support of their print.

PMP: Simply a reversal of wasteful practices in your organisation. Contain, control and reduce costs with printing efficiencies.

How will this PMP impact my IT department?

IT departments embrace this program for several reasons.

- ☐ Dramatically reduce print related issues that an IT department needs to respond to.
- ☐ Print issues typically fall under a low severity level and most IT department staff members would rather not have to deal with print issues.
- ☐ It's not core to their business and is therefore not a good utilization of their resources.
- ☐ Streamline all aspect of IT department print issue involvement
- ☐ Identify over/under utilization of print devices
- ☐ Optimize management and deployment of corporate print assets.

How can a PMP reduce an IT department's budget?

More times than not, IT departments have had to absorb the costs associated with all connected devices to the network simply because a company does not have a method to properly and easily identify and allocate print costs. **That's exactly what we do**.

We summarize billing by departments and/or cost centers and make individual groups responsible and accountable for their own operating print expenses. Consequently, an IT dept. no longer needs to carry the print costs of other departments thereby reducing their overall budget.

How can a PMP help to identify print usage and allocate print costs?

Since we are counting actual pages being printed to each print device, we can accurately and appropriately allocate all print costs back to the department and/or cost center that generated the print. This reduces print costs simply by the fact that people are now conscious of the consequences of their printing patterns.

How can a PMP reduce my inventory carrying costs?

Most companies will maintain a stock room of toner or keep spare cartridges near each printer. The larger the print environment, the larger the inventory carrying costs. This inventory never goes away until the printer does. At that point, the remaining toner becomes obsolete. This is a poor utilization of corporate funds and adds to a company's cost-per-page calculation. Under BMP Print Solutions' print management program, customer inventory needs are significantly reduced, if not eliminated.

How does a PMP increase end-user productivity?

At the start of a Print Management Program, all equipment is brought up to OEM specifications. Any issues are identified and resolved. Furthermore, quarterly preventative maintenance services are performed to ensure both the quality of the print and the longevity of the print device.

Does a PMP become more costly or cost effective over time?

Actually, Print Management Programs become more cost effective over time. Cost-per-page rates are determined and budgeted, based on historical data. Our program is designed, not to replace aging devices, but to keep them running for as long as possible. Like a used car, as print devices age, repair costs go up. They rise to a level where it is deemed more cost effective to replace a device as opposed to repairing it. You replace a device with a new one in hopes of ending the escalating repair costs associated with the replaced device. But isn't that a cost of repairs in itself; just one that is now capitalized as a depreciable asset? And doesn't that new device begin to age and require more and more repairs over time?

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(cont..) These repairs could begin early in the life of the new print device. That's the beauty of BMP Print Solutions' program. It locks in a cost-per-page rate based on historical data. From that point on, BMP Print Solutions becomes responsible for maintaining the operational performance and readiness of all covered equipment. Print costs for the first time become fixed and easily budgetable.

How do PMP help to reduce transaction costs?

- Each time a cartridge is requested, a service call or a repair order is needed, and a series of events take place.
- The user requisitions from purchasing
- Purchasing writes up an order the order is approved by management
- The order is sent off to the vendor
- The vendor sends a bill to accounting
- Accounting verifies the bill
- The user or purchaser approves the bill
- A check is written
- Checks are signed
- Checks are mailed

Every time a call is necessary, these events take place. That takes time, from clerical to management, from computer to paper, as well as, numerous hours of downtime. Transaction costs have been documented as low as $50 and as high as $175 per transaction.

With BMP Print Solutions, transaction costs and its associated paper trail are virtually eliminated. We submit one invoice per month which summarizes all pages printed by print device, department, and/or cost center. For this reason, accounting departments embrace the operational efficiency of this program.

Company's and their IT departments typically work with us when they find themselves wasting IT's time tending to print issues, unhappy with their current vendor(s) or they're simply looking for a better way to manage their printer fleet.

What should I expect from an effective PMP?

On the surface, a Print Management Program (PMP) would appear to consist of replacing toner cartridges and repairing broken print devices. In fact, that only scratches the surface of an effective print management program.

A true PMP breaks down and addresses every aspect of print costs. It assists the overall operational efficiency of each aspect of these costs.

A BMP Print Solutions program;

- Eliminates inventory carrying costs to an outsourced Help Desk approach
- Assists IT to effectively manage its print device population
- Increases efficiency through print device up-time
- Manages preventative maintenance associated with reducing current print repair costs
- Extends the useful life of a company's print device assets

An effective Print Management Program gives a company the tools it needs to properly balance its print environment and meet its print needs, as a whole. If properly deployed, an effective PMP can save a company more money in reducing operational overhead, increasing efficiencies, as well as, identifying abuses of print within an company.

By billing print costs back to each cost center or department that generated the print, a company gains control and accountability over all aspects of print expenditures.

What are the benefits of preventative maintenance?

An aggressive preventative maintenance program, creates less end-user downtime, reduces IT interaction for print issues, creates greater print quality, and extends a print device's life.

Is replacing aging print devices just as cost effective as repairing them?

While it is true that every print device will eventually reach the end of its useful life, a proper Print Management Program is designed around an effective and comprehensive preventative maintenance schedule.

This will ensure the lowest cost of ownership for an organization. New print devices experience paper jams and need new parts on a regular basis. This is all a function of the number of pages running through a print device, not just the age of the device. None of this is covered under a manufacturer's warranty.

Additionally, the most costly and continuous repairs are the replacement of fuser units and maintenance kits. Both of these items are considered to be "normal wear and tear" items and are, therefore, not covered by the warranty.

Will the increase in color print devices effect print costs within my organization?

Absolutely! This is the single largest area of print cost exposure for a company. Consider that toner costs alone are **five** times more expensive when producing a printed page. This statistic is based on pages printed as 5% page saturation. Consider that the average page saturation of a black and white document is printed at 17% page saturation. Now, add the fact that the average color document is printed at 20-25% page saturation.

As more color printers are added to a company's network, the associated escalating print costs will be sure to follow. Assisting companies in identifying and controlling these costs is one of our primary focuses.

BMP Print Solutions.

Managed Print Services (MPS) was developed by BMP Print Solutions (BMP) to provide a proven methodology for saving money on annual printing and repair expenditures. This program is a huge asset for companies of all sizes across North Carolina, whether they have 50 or 1,500 printers or multifunction printers (MFPs).

BMP has pioneered a step-by-step approach for Managed Print Services. We analyze a companies' use of printers and MFP's to determine ways to reduce costs and improve output. Click here to read how one Triad company **saved 66% on their printing costs** with Managed Print Services.

We complete the following steps during our Savings Analysis:

Step One: Discovery

Step Two: Solution Optimization

Step Three: Management

The goal of the Discovery process is to determine program goals, machine usage, and the total cost of each printer or multifunction printer. This step is valuable because most organizations struggle to accurately track usage and cost due to de-centralized buying across departments. It also creates a list of all supplies - source, usage, and cost.

Step 1: Discovery

A thorough audit is required to identify and quantify all the direct and indirect costs associated with document output within your organization. BMP gathers data to determine the Total Cost of Ownership for all printers and multifunction printers. We also pinpoint any workflow inefficiencies that negatively impact your employees' productivity.

BMP is able to efficiently collect and analyze large volumes of output-critical information while minimizing disruption to our client's business units. BMP uses proprietary software to accurately capture data about machine usage and output.

The Discovery process includes the following steps:

1. Asset Reconciliation - This involves a physical walk-through of the facility to locate and record each output device, its location and current meter reading. Again, you must have an accurate listing of all output devices to ensure that all costs are captured.
2. Capture Monthly Usage - In order to identify your true Total Cost of Ownership, it is imperative that you understand your company's total output volume. To accurately gauge the average usage, you should capture the meter reading of each device in your facility a minimum of two separate times. Electronic audit and/or print management software are available to automate this process.
3. Determine End User Needs - Schedule meetings with key departmental personnel to identify document workflow and any application-specific needs.

4.Determine Total Cost of Ownership - Once you have all of the equipment and volumes recorded, the next step is to determine all costs associated with ownership. Equipment and supply costs are the two most obvious costs. It is important that the following costs are also included in your assessment:

- Maintenance & repair costs.
- Consumable costs.
- Delivery and shipping expenses.
- Supply inventory carrying costs.
- IT/Help Desk support costs.
- Transaction and administrative costs.

Step 2: Solution Optimization

By carefully analyzing the information obtained during the Discovery phase, BMP is able to accurately identify a company's Total Cost of Ownership and inefficiencies in the organization's document-output infrastructure. We then assess alternative workflow scenarios, equipment feature sets, application needs, and page volumes to determine printing solutions that will improve productivity and efficiency, drive cost savings, and yield process improvements.

Three major factors determine the optimum device solution for your company or organization. We find the right balance between volume (current and forecasted), application, and convenience to discover the optimal solution.

BMP is armed with many different tools and strategies for optimizing output environments, all of which are deployed to address the specific challenges and opportunities of each individual customer. Standardizing the output environment by vendor or equipment type, for example, is just one method that can be used during this step. The benefits typically associated with this tactic include:

- Reduced IT support costs.
- Decreased supply inventory carrying costs.
- Minimization of cross training.
- Increased employee productivity and satisfaction.
- Decreased administrative and invoice processing costs.

Managing your Managed Print Program is where BMP Print Solutions excels. Managing printer fleets across entire healthcare networks or dozens of County Government locations is in our wheelhouse. The more complicated the better!

Today, most providers can audit and implement a print management program. What you are truly buying is the experience and expertise of BMP to expertly manage it. That is something that other providers cannot do.

Step 3: Management

Managing the initial implementation and on-going execution phase are the most critical. Because the execution of the initiative crosses multiple organizational boundaries, establishing a cross-functional project team (consisting of representatives from all of the major departments or groups impacted by the initiative) will deliver the best results.

Executive-level sponsorship and communication are the keys that will unlock the possibilities of MPS. It is important that the goals and objectives of the initiative are explained to all employees to create buy-in and cooperation needed to achieve program objectives. The Executive Sponsor of the initiative should establish a project team and provide direction during the implementation. Staff training is helpful to reduce employees' natural anxiety to change and to improve productivity by ensuring that all personnel are informed and understand how to best utilize the technology.

From pre-deployment installation planning to post-deployment user training, we manage the entire process. With MPS, your organization can achieve productivity and efficiency improvements while also enjoying the benefits of saving money and driving bottom line profits.

To determine the savings available from MPS for your company or organization, call **(866) 321-9267** to schedule your **FREE solutions analysis**.

"During our first six months with BMP, toner and printer maintenance costs were reduced by 33%! Quality control on remanufactured cartridges was also significantly improved from our previous vendor. Switching to BMP was definitely a good move for our firm."

Tom Esker, Network Admin, Wyatt Early Harris

Resources

Visit our Website to learn more about Managed Print Service and how BMP Print Solutions has become the leader in Managed Print Programs.

Industry References by Request: EMAIL

Leadership Team

FAQ

Industries We Serve

Trust BMP Print Solutions. The MPS experts.

- ☐ Realize immediate and significant cost savings
- ☐ Free IT staff for more business-critical projects instead of copiers and printers
- ☐ Proactively resolve printer problems and reduce downtime
- ☐ Improve document workflow
- ☐ Ensure consistent print quality
- ☐ Streamline device and supplies management

Companies throughout North Carolina rely on BMP for savings on printing costs, quality replacement cartridges, and document management.

We have satisfied clients in: **Greensboro, Asheboro, Winston-Salem, High Point, Burlington, Hickory, Statesville, Raleigh, Chapel Hill, Charlotte, Asheville, New Bern, and Morehead City.**

The Smart Choice

This resource guide should act as a stepping stone towards making a decision on selecting your Managed Print Service provider.

We are not a copier company masquerading as an MPS provider. BMP Print Solutions is the preeminent Managed Print Service provider in North Carolina.

EMAIL or call (866)321.9267

to schedule your risk free consultation.

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