

# HOW DOES MPS WORK?



**JD YOUNG<sup>®</sup>**  
Technologies





# CONTENTS

<b>INTRODUCTION</b>	<b>1</b>
About JD Young	
About Managed Print Services	
<b>THE PROBLEM</b>	<b>2</b>
<b>THE PROCESS</b>	<b>3</b>
Assessment	
Cost	
Technology	
Supplies	
IT Burden	
<b>THE SOLUTIONS</b>	<b>8</b>
Usage Monitoring	
Simplified Purchases Process	
Maintenance	
Help Desk Support	
<b>ONGOING SUPPORT</b>	<b>13</b>
Service Calls	
Supply Orders	
Device Usage	
<b>CONCLUSION</b>	<b>17</b>



# INTRODUCTION

## ABOUT JD YOUNG

JD Young's mission is to help businesses better manage the flow of information and data by using hardware systems, software solutions, and technology more efficiently. Specifically, we provide information-handling processes that increase performance and reduce the cost of input, output, and management. We are committed to giving you a faster, simpler, and easier way to do business.



## ABOUT MPS

Managed Print Services (MPS) is a program that streamlines printer management, monitors usage, and minimizes printing costs. By identifying the right equipment for your business and monitoring the use of this equipment to see where performance improvements can be made, costs can be cut dramatically. These programs are offered by our experienced print specialists who are experts at managing and monitoring printing technology.

Our solution offers a consultative approach to create a company-wide managed print environment. We manage your devices in a cohesive way to reduce overall costs while improving efficiencies and employee productivity. In essence, it means that we take responsibility for your print environment, so you can get on with your business.



# THE PROBLEM

- **90% of companies** don't know how many printers they have or how much they spend on print.
- The typical office worker prints **10,000 pages per year** at an average **annual cost of \$725**.
- Print is typically the **third highest business operating expense** behind rent and payroll.
- Print can cost a company up to **3% of their total annual revenue**.
- The majority of companies have **no way to manage** their print environment or predict costs.





# THE PROCESS

## ASSESSMENT

Each MPS program starts with an assessment of the client's current print technology and business goals. This allows us to understand how much they're currently spending on print and spot potential savings. Document productivity, distribution, and output can easily go un-audited in an organization, but we aim to help businesses understand these costs better. One of the best parts of the assessment is that it gives a realistic baseline of how much a company is really spending on print and how much they could save by employing MPS.





# THE PROCESS

## COST

To get these numbers we look at the following data points. Some of these points are strictly quantitative and can easily be pulled from invoices. Others are more qualitative and may require input from a few people in the organization.

- Monthly equipment and supply invoices
- The amount of time your employees spend on printer-related tasks
- Print outsourcing costs
- Ways print impacts business operations
- Major customer requirements that need print
- How the company manages productivity and efficiency
- Bottlenecks in workflow







# THE PROCESS

## TECHNOLOGY

Once the numbers have been calculated, we begin to look at the hardware environment. This process includes reporting the type of printing devices, the number of devices, unique models, age, and if the devices are networked. By compiling all this information, we can spot strategy gaps in equipment purchases. Organizations often lack an overall strategy for the print environment and buy equipment as needed, without regard to any long-term plan.

Another factor we look at is the ratio of devices to employees. Most companies maintain a ratio of one device per every three to four employees. However, by properly managing the print environment companies can operate efficiently with a ratio of 1 device to 10 employees. One way we achieve this ratio is by auditing the physical placement of each device.



# THE PROCESS

## SUPPLIES

Another area we examine during the assessment is the process of ordering print supplies. When a print environment isn't standardized, companies will have to buy and store unique supplies for every unique make and model of print device. To make matters worse, this is often done through multiple vendors.





# THE PROCESS

## IT BURDEN

Lastly, the assessment will review one of the most overlooked print associated cost – IT support. When print devices malfunction or break, the IT staff often becomes the de facto service technician. This pulls them off their revenue generating tasks to fix problems that aren't in their job description. We will calculate how much of a financial drain this burden puts on a company every month and find a way to minimize this cost.





# THE SOLUTIONS

After taking the current print environment and business goals into account during the initial assessment, we can propose a plan designed specifically for each client. An MPS program is paid monthly, with no initial investment. We can supply any necessary equipment and manage the fleet, in addition to providing the following recurring supplies and services. Every MPS plan will be different based on the needs of the company. Below are the different solutions we can use to cut costs and increase efficiency.





# THE SOLUTIONS



## USAGE MONITORING

By remotely monitoring copy and print volume and print load balance, we can extend the life of a device. This information will help us find cost-saving opportunities and make adjustments as needed.



# THE SOLUTIONS

## SIMPLIFIED PURCHASES PROCESS

The hassle caused by vendor and device variety and the time spent paying multiple invoices every month will be stopped by consolidating to a single vendor and standardizing the environment. We will be the single vendor for supplies, maintenance and other services. Ink and toner usage will be tracked remotely to automate supply ordering. Replacement cartridges will be shipped shortly before the existing cartridges are empty, without the client having to do a thing.





# THE SOLUTIONS

## MAINTENANCE

An MPS program will cover all travel time needed for on-site maintenance as all equipment repairs, part replacements, and equipment replacement needed due to normal use. All maintenance will be performed by a certified technician and comparable equipment will be used as replacements if repairs cannot be made cost-effectively.



# THE SOLUTIONS

## HELP DESK SUPPORT

A quality MPS program will offer help desk support, available for use during normal business hours. This is an extremely valuable resource for events that may occur that affect printing technology, such as hiring (and training) a new IT employee, upgrading software or changing IP addresses.







# ONGOING SUPPORT

An MPS program is specifically designed to adapt to a company's printing needs as they change when organizations grow and evolve. By being adaptive, we can analyze data and determine if we are achieving the goals set during the original assessment. Companies normally set goals for productivity, workflow, document management, security, and reducing costs.

To ensure we are achieving the set goals, we will conduct regular reviews. During these reviews, we will analyze current performance data and how it may have changed since previous business reviews. This allows us to identify areas where improvement was made and areas that still need attention.

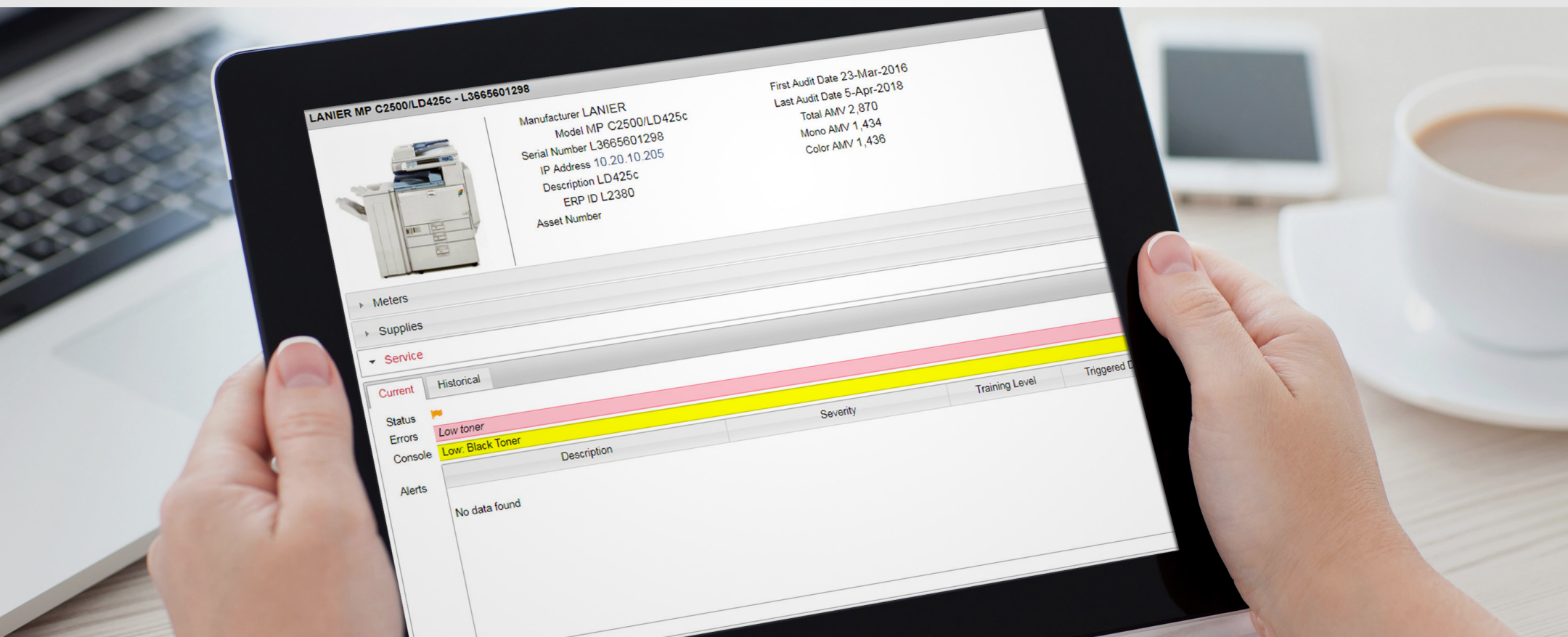
Below are some of the main components of a recurring review and examples of how this information could help make improvement adjustments.



# ONGOING SUPPORT

## SERVICE CALLS

A report of all the service calls made for an organization's print fleet will be provided to assess any common issues that may be occurring, as well as any major device or user concerns. For example, if we see repeated service calls for computers not connecting to printers, we can provide employees with a trouble shooting checklist to quickly solve the problem by themselves, and we can deploy a service tech to dive deeper into the issue.





# ONGOING SUPPORT

## SUPPLY ORDERS

A history report of supply purchases will allow us to compare these costs against previous purchase history and budget. Most organizations see significant cost-savings at the first recurring business review.





# ONGOING SUPPORT

## DEVICE USAGE

The device utilization report can be run by device, user, or department. This lets us see whatever data is relevant for a company depending on their initial goals. This report will show:

- Total pages
- Total color and black and white prints or copies
- Total single or duplexed pages
- Number of scanned or faxed documents
- Types of media used
- Other helpful figures

This information will give you a comprehensive understanding of your company's current print performance and can help determine adjustments to equipment placement. For example, it may be beneficial to move a device closer to employees who use it most frequently. In addition, we can assess who is using equipment the most and determine if their usage is relevant to their work.

	Account Name	Manufacturer	Model	Serial Number	Mac Address	IP Address	Host Name	Local ID
<input type="checkbox"/>	JDY SmartP...	LANIER	LD015	K2158900240	00-00-74-...	192.168.0.223	192.168....	
<input type="checkbox"/>	JDY SmartP...	HP	LaserJet 4250	CNGXC32755	00-14-38-...	192.168.0.176	repro42...	
<input type="checkbox"/>	JDY SmartP...	LANIER	MP 161/LD016	M0189303345	00-00-74-...	10.10.10.247	10.10.10...	
<input type="checkbox"/>	JDY SmartP...	KONICA-MINOLTA	BIZHUB PRO 1050	KMBT200543	00-50-AA-...	192.168.0.16	192.168....	



# CONCLUSION

The average company invests thousands of dollars in printing, copying, faxing, scanning and distributing information. Managed Print Services can help you develop, plan, service and support your organization's print strategy.

