

Intelligent solutions to manage our office printing.

This case study explores how PrintIQ™, the Office Depot® total managed print services program, transformed print functions and fleet management for more than 9,200 devices in our regional offices and 1,100+ retail locations, saving over 25% in operating costs.

OBJECTIVE

To increase productivity, reduce energy use, improve efficiencies and decrease expenses by implementing PrintIQ™ throughout the Office Depot® print environment.

CHALLENGE

Office Depot® regional offices previously operated a mixed printer fleet at high volume, without an effective toner replenishment program. As a result, there was significant printer downtime and numerous inefficiencies, primarily due to manual ordering of toner and outages. Additionally, there were inconsistencies in service reporting and print management capabilities for the printers used by employees and customers in all of our retail locations.

APPROACH

The Office Depot Managed Print Services team performed a complete assessment and health check of the printing needs at each location. Next, we analyzed the asset records and reviewed discrepancies verified by an on-site walk through. Finally, we installed PrintIQ™ software to manage all devices, enabling automatic toner replenishment, service, performance reporting and optimization.

Please Note: The installation of PrintIQ™ software will not enable Office Depot® to view any documents that are being printed on a network and will not compromise network security and/or functionality. This software only records information about the device and requires minimal bandwidth for data transfer.

PROJECTED BENEFITS

- Save more than \$280K in price-per-page reductions and equipment costs
- Eliminate toner outages related to manual ordering
- Increase productivity for IT and Procurement teams
- Deliver better service-level reporting
- Provide periodic health checks and optimization opportunities via 24/7 monitoring of the Office Depot® print environment
- Reduce printer count, saving space and energy

METHODOLOGY

Research for this case study included:

Qualitative data:

Surveys with stakeholders at all affected locations, detailing monthly assessments, implementation and continued location management.

Quantitative metrics:

A complete pre to post-implementation comparison of financial implications, benefits and ongoing fleet management. In addition, we conducted a thorough review of savings estimates.

Please see Back Panel for our results after implementing PrintIQ™ at Office Depot®.

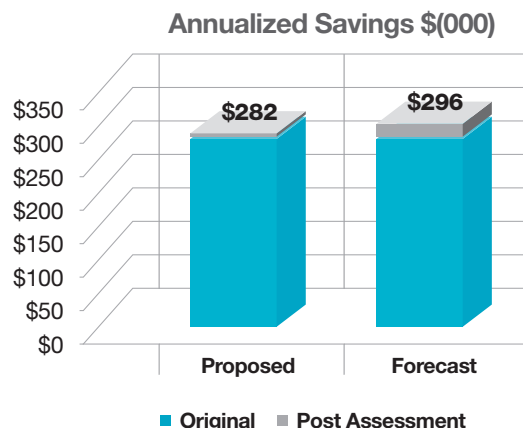
RESULTS

Significant cost savings: The total gain is estimated at a minimum of \$296K, as we avoided fleet cost upgrades and saved 25% on annual operating costs.

Improved efficiency and streamlined processes: After implementing PrintIQ™ for service and Automatic Toner Replenishment, our offices no longer had to monitor toner levels or process supply requisitions when they ran low. Orders were sent directly to our warehouses for immediate delivery. As a result, downtime was eliminated since there was no longer a risk of running out of toner.

Consolidated spending: With PrintIQ™ in place, we continually monitored our print costs, by invoicing all expenses on a Lease and Cost-Per-Copy line item basis that included supplies and service.

There were no more requisitions to process at the office level. Pricing was based on a defined fleet for maximum efficiency



ADDITIONAL FINDINGS

Office Depot® addressed inconsistencies with asset records vs. actual printers: The assessment of the print environment via our secure monitoring software resulted in efficiency improvements through consolidation, which led to an additional 18% savings.

In addition, while networked printers were managed by IT, procurement, supplies and service were decentralized. Assets were managed with manual records. However, by partnering with IT and performing a joint verification walkthrough, we made dramatic improvements.

Thanks to the assessment process, we identified and removed unnecessary printers and service contracts, and provided real-time asset reporting to IT so they could manage and optimize the fleet. Our approach throughout this process relieved internal resource commitments and provided a strong service partnership.

The Office Depot Managed Print Services team delivered and executed a winning experience: Survey results indicated that the PrintIQ™ implementation process had no service interruptions. As a result, this process received positive feedback from all respondents. Immediately after the PrintIQ™ launch, our offices indicated actual savings that were consistent with or exceeded original estimates. Improvements were attributed to device reduction, print optimization and automated supply management.

CONCLUSION

PrintIQ™ has been a huge success at Office Depot®, as it has shown to be an extremely effective program for increasing productivity, decreasing expenses and improving our print environment overall.

Now, let's work together, so we can bring these benefits to your business.

“Through our own example and experience, Print IQ has enabled us to better manage our fleet of network printers, streamline the process to order toner and break-fix services and drive meaningful cost reductions.”

Todd Hale
Chief Information Officer,
North America
Office Depot®

Start using your PrintIQ™ today!

Contact your Account Manager to sign up for PrintIQ™.
For more information, email PrintIQMPS@officedepot.com
or call 800-311-7618.

Colorado College // Case Study

Shining the Light on Print Costs in Higher Education

Managed Print program drives down costs and boosts sustainability initiatives

Case Study Snapshot

Workplace Challenge:

Sought more environmentally sustainable printing/copying/faxing and scanning paradigm that would save money and improve access to advanced features

Workplace Solution:

- > By deploying Managed Print Services (MPS), eliminated the need for the institution to individually manage print operations in each building and provided a single source for supplies, parts and service (regardless of manufacturer)

Workplace Results:

- > Significant energy and cost savings
- > Increased standardization and access
- > Consolidated equipment and spend without impacting productivity
- > Streamlined procurement processes
- > Enhanced spend visibility into usage, spends and needs

OfficeMax
WORKPLACE™



Business Challenge

With print usage rising at a rate of over 10 percent a year and color print volumes growing almost 20 percent a year, it's more important than ever to determine the true cost of printing, particularly for organizations that are struggling to do more with less. Higher education institutions like Colorado College are no exception.

Colorado College (coloradocollege.edu)—a private, liberal arts and sciences institution in Colorado Springs, CO, with over 2000 students from 50 states and 58 foreign countries—aspire to be a model for campus and community sustainability, with a goal of carbon neutrality by 2020. The biggest factor in its carbon footprint is electricity, and the largest culprits are printers and copiers, even when not active.

Dotted throughout the campus, the college employed 65 copiers (with copies charged back to each department) and 580 printers (purchased by departments or through the annual capital equipment process, with a variety of equipment/manufacturers, some networked and most non-networked).

"We knew it was time to change our college's printing/copying/faxing and scanning paradigm to be more environmentally sustainable, save money and improve access to advanced features for most people on campus," explained Gina Arms, Director of Procurement for Colorado College.

In Spring 2011, the college issued a formal Request for Proposals. OfficeMax WorkplaceSM—which had enjoyed a long-standing relationship supplying office products to Colorado College through a contract with a not-for-profit buying cooperative called Educational & Institutional Cooperative Service, Inc. (eandi.org)—was eager to share its knowledge and understanding of unique print environments like colleges. In Fall 2011, OfficeMax Workplace was chosen based on the level of service provided, the relationships with the OfficeMax Workplace team and the effectiveness of its solution.

Colorado College // Case Study

Solution

OfficeMax Workplace's answer to Colorado College's print conundrum was the concept of Managed Print Services (MPS). MPS is a scalable, end-to-end print management solution that integrates and services **all** printers, multifunction devices, fax machines and scanners (regardless of manufacturer) and helps most organizations reduce their printing costs by 10–30 percent. Institutions simply apply a cost-per-page rate to an existing fleet for the length of the contract (three to five years). All print-related costs are provided on one itemized invoice. There are no monthly or quarterly minimums, so organizations are only charged for what they use.

On the Colorado College campus, the goals of MPS include:

- > Reducing the number of print devices to be more environmentally sustainable and save money
- > Distributing devices strategically according to the needs of people in each building throughout the campus
- > Providing more backup options if a printer goes down
- > Providing ubiquitous access to color printing, color scanning to email and other features
- > Removing the headache of chargebacks for copies
- > Creating an environment where anyone can use any device on campus for printing needs

"The purpose of our program is to eliminate the need for an institution to individually manage print operations in each building, and to provide a single source for supplies, parts and service," said Trae Roby, Sr. Director, Higher Education for OfficeMax Workplace. "We help reduce power consumption and the emissions footprint while still maintaining productivity—in essence, we help you print smarter."

Components of the program included:

- > A phased roll out, allowing time to analyze and properly place the solution with as little disruption as possible (beginning in January 2012 and completing in Winter 2012/Spring 2014). Phase I: President's and Business Offices; Phase II: easiest and toughest departments; Phases III and IV: remainder of campus.
- > One agreement for both MFPs and desktop laser devices versus separate contracts with little visibility.
- > A shared approach to resources so that each device can be used by the campus staff and students versus department-level devices driving higher cost, less efficiencies and inconsistent solutions.

- > A software package to track, monitor and automate all devices on campus and a dedicated project manager and logistics department to ensure a proper rollout.

"We helped shine a light on Colorado College's print environment, making it easier for administration to understand the true cost of printing," explained Roby. "And thanks to the culture at Colorado College of 'let's do what is best for the collective and the environment,' our successful rollout has met with open mindedness and acceptance."

Results

"Energy savings estimates for buildings which have switched to managed print are very encouraging—close to 70 percent in Phase I alone," said Arms. "By changing our behavior just a little around printing, we are making a large impact on environmental sustainability at Colorado College, which will get us that much closer to achieving our carbon neutrality goal."

In addition to energy savings, OfficeMax Workplace's MPS program has helped the college to:

- > **Realize significant savings**—currently projected in the 15–20 percent range. ROI in as little as two months to under a year, depending on the department.
- > **Increase standardization**—entire campus will have similar devices and features to use.
- > **Consolidate equipment**—to date, the college reduced the number of copiers and printers by over 75% without impacting productivity.
- > **Consolidate spend**—all print spend is driven to one budget to monitor and track savings, while giving departments and students access to new technology.
- > **Streamline procurement processes**—one invoice details consignees to better understand the macro and micro billing environment and reduce "rogue" spending.
- > **Enhance spend visibility**—thanks to robust reporting, the college receives **true** visibility into usage, spend and needs.

"With no manufacturer bias, no new hardware required at any point during the contract, and total cost visibility, OfficeMax Workplace MPS makes it easy for organizations to rethink efficiency," concluded Roby.

To learn more,
visit officemaxworkplace.com
or call 877.969.OMAX (6629).



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