



# MANAGED PRINT SERVICES



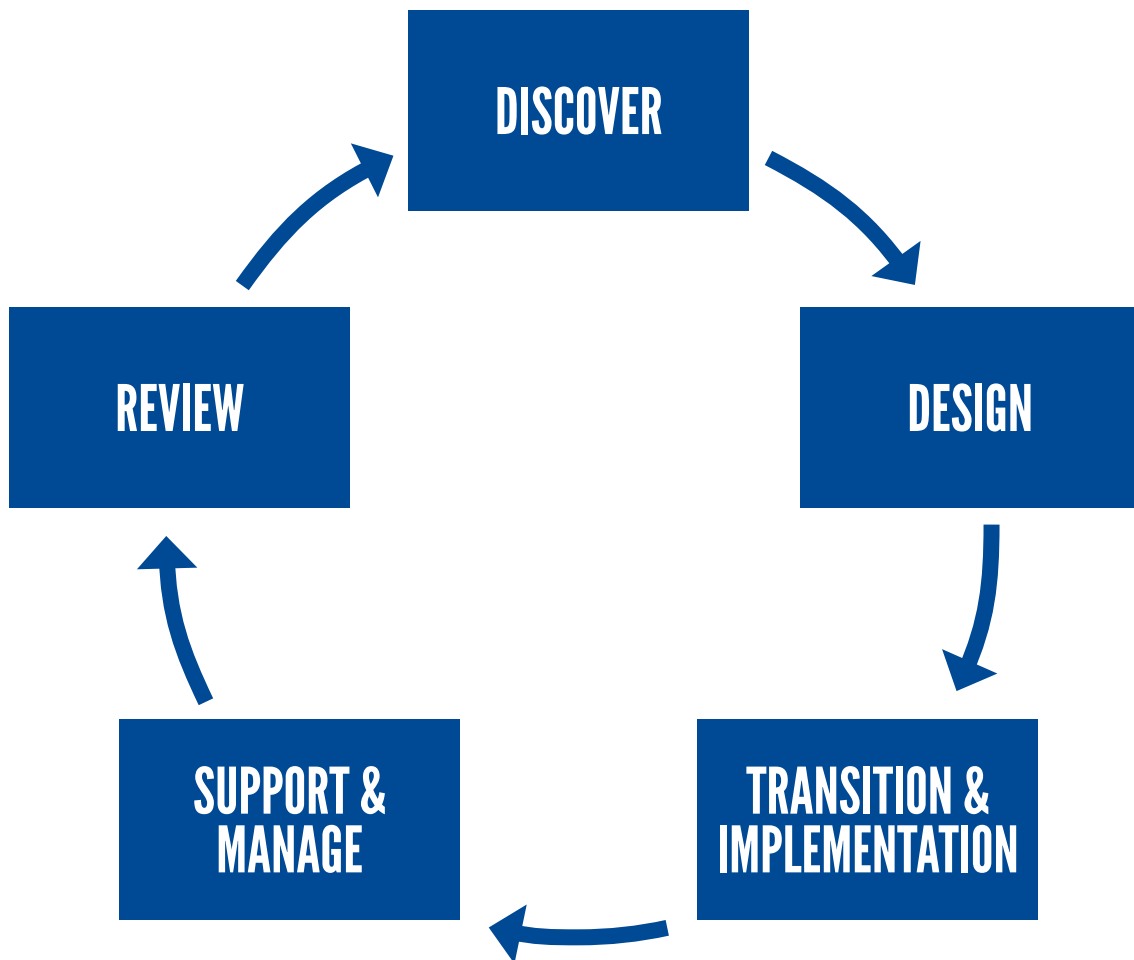
**Systems  
Technology**

Creating a smarter workplace



## Contents

Introduction to MPS .....	4
Discovery Stage.....	5
Design & Presentation Stage.....	7
Transition & Implementation Stage.....	9
Support & Manage Stage.....	11
Review Stage.....	13



Our Managed Print Service is a continual process of review and improvement, structured using ITIL. This is the most widely accepted approach to best practice service management in the world.



# Introduction to MPS

## Are you ready to take control of your printer output and costs?

There is a secret amongst organisations the world over: printing is out of control. Nobody intended this to happen, but years of patchwork buying of copiers, printers and MFPs has left organisations with costly inefficient fleets and no visibility of what is being printed, where and by whom. This affects business of all sizes too.

As an independent Managed Print Services provider, Systems Technology puts you back in control of your organisation's printing through our process of discovery, design, implementation, support and review.

- Effectively Manage and Reduce your Colour Printing
- Eliminate Needlessly Wasted Prints & Improve your Document Security
- Track Who's Printing What & Drive-Down your Print Volumes
- Permanently Lower Your Paper Usage & Print More Sustainably
- Dramatically Reduce your Print Costs & Print More Effectively
- Improve Availability with Preventative Maintenance and Remote Support
- Deploy Mobile and Cloud Printing

We do more than focus on equipment supply and maintenance. Traditionally the preserve of enterprise organisations, our structured framework and software solutions help small to medium size organisations build successful print strategies to manage their mix of old and new devices.

Systems Technology's MPS can help your organisation to become more agile, lower costs, print more sustainably and increase productivity.



# DISCOVERY STAGE

## MANAGED PRINT SERVICES



### A baseline to design and measure your print management strategy

Think of the Discovery Stage as a health check or MOT that helps us to understand the current state of your printing infrastructure so we can design and recommend a tailored Managed Print service that fits with your vision.

Using a combination of software, surveys and one-to-one conversation, we aim to develop an accurate and unbiased snapshot of your organisation's print and document workflows, their related costs and any productivity bottlenecks.

#### Your vision

##### What you want to achieve

While we are experts in Managed Print Services we are not experts in your business. This is why we take the time to understand your remit, your challenges, and how your vision of an MPS will fit within your existing service and reporting structures. Using our process of continual service improvement we aim to answer:

- What is your vision and objectives?
- Where are you now, what is your baseline?
- Where do you want to be?
- How shall we measure achievement?

#### Online Survey

##### Questions to help you help your users

The Discovery Stage is all about insight, but raw data can only tell us so much. This is why we have devised an online print survey for your chosen employees to complete. By combining print audit data with the survey responses we achieve a far richer insight into the pain points, bottlenecks and areas for improvement that really affect productivity. Here are some example questions:

- How many printers can you currently print to?
- Do you use duplex printing?
- Can you currently print in colour? If not, do you ever need to print in colour?

## Print Audit

Lightweight yet powerful software to shine light on your printing

Measuring printing without a Managed Print Service is virtually impossible because without data you are in the dark. Our Print Audit software illuminates every nook and cranny of your printer network, identifying all print devices and metrics including:

- Device statuses
- Toner levels
- Life page counts
- Colour vs. mono counts
- Print vs. copy counts
- Scan/fax counts
- Device description
- Asset number
- Location



The print audit provides you with a complete and transparent view of whom is printing, where they're printing and at what cost. It can uncover devices that are not being used to their full potential and identify cost saving opportunities that would otherwise be impossible to discover.

## Key Operator Workshop and Walk About

Asking your experts in their environment

For even greater insight we like to invite your chosen key operators to a workshop and walk about. Some of the greatest savings haven't been achieved using print audit data but instead by employees given the opportunity to impartially discuss print workflows and existing practices.

By 'walking the floor' we get to see the print workflows in action and understand why 'what's working is working' and 'what's not is not.' With a diagrammatic floor plan to show device locations it provides a real-life platform for recommendations in the Design Stage.

“““

**We switched from our previous printer supplier to Systems Technology several years ago now and have never looked back. Their customer service is second to none and, unlike the majority of suppliers, they look to save us money on our print costs rather than keep trying to make us spend more, a very rare thing these days.**

**Hilbery Chaplin**



# DESIGN & PRESENTATION STAGE

## MANAGED PRINT SERVICES

### A unique and flexible MPS design that fits your business

Using the information and insight gained from the Discovery Stage our account managers and professional services team set about designing your unique Managed Print Service to present to you, detailing a roadmap with ROI and present Vs. future comparisons.

There is no one-size-fits-all Managed Print Service, but all successful solutions will incorporate the most appropriate print hardware, print management software and Preventative Maintenance with Remote Support.

### Print Policy Design and Print Management Software

#### The key to putting you back in control

Central to our Managed Print Service is the design of a Print Policy document prescribing the rules and guidelines in relation to printing, copying and scanning to achieve your objectives. Most policy documents are written with the greatest of intentions, but are often hard to enforce for any length of time. However, our Print Policy can be implemented and adhered to automatically using Print Management Software.

For example:

- **Duplex Printing** – all devices will automatically default to double-sided printing when printing & copying
- **Black & White Printing** – all devices will be defaulted to black & white printing with optional colour
- **Secure Access** – all users will be required to access devices using their ID card or username/password
- **Pull Printing / Follow** – all print jobs will be “pulled” to print, which means they will not print unless a user requests them at a device
- **Major Print Rule** – Documents over 250 pages are automatically routed to the Print Room
- **Minor Print Rule** – Documents equal to 250 or with fewer pages may be released at a device

By defining clear policies and governance to determine device types, availability, capacity and access ensures that the right people can output to the right resource at the right cost.

## 'Best-of-breed' Hardware

Hand-picked & award winning products to match the particular needs of each scenario

When it comes to designing your proposed Managed Print Service we look across our entire range of award winning desktop printers, multifunctional print systems, production printers, and wide format and specialist printers and choose which fit your requirements. We base this on:

- The required print volume, both average and peak
- Accessories needed e.g. duplex for double-sided printing
- Number of people using the device within a defined area
- Frequency of scanning vs. copying
- Office Colour vs. Production Colour
- Finishing requirements e.g. booklet creation
- Security, authentication and compliance demands

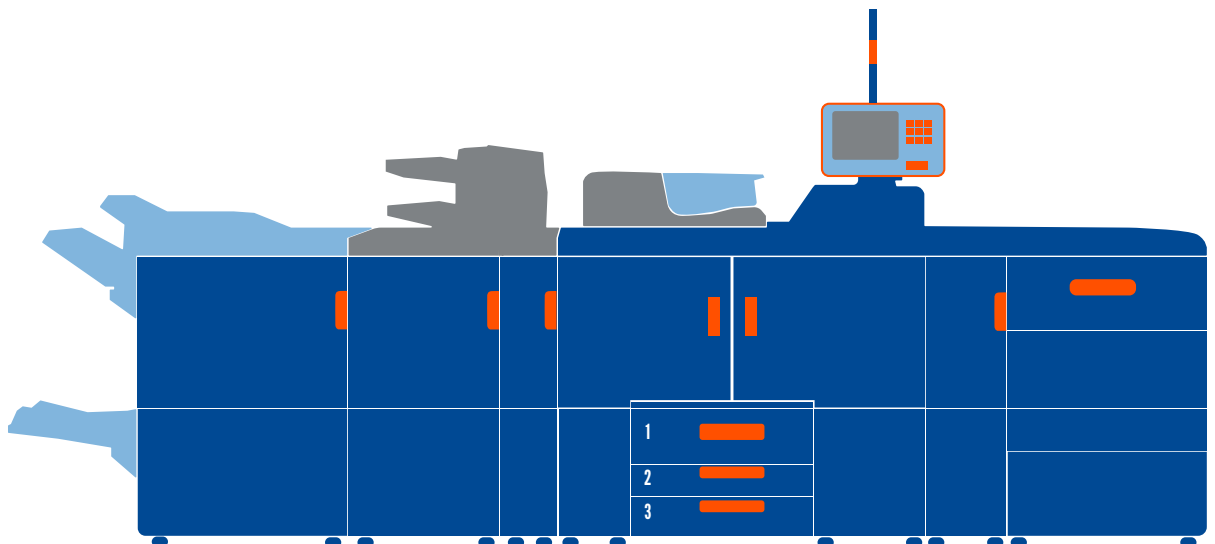
We realise that your reputation is at stake, which is why all of our products are chosen from a 'best-of-breed' world-class range of Tier 1 manufacturers that won't let you down.

## Mixed Brand or Standardised Printer Fleets?

Applying some common-sense to Managed Print Services design

Moving to a standardised print environment with one brand of devices and a selection of hand-picked models reduces complexity for many organisations. This is usually found at Enterprise level where all existing equipment is removed to start with a clean slate. In reality, this isn't an option for most SME businesses who, for example, can't afford to throw money away by replacing functioning printers for which they have stocks of consumables.

At Systems Technology, we don't operate a "rip-and-replace" strategy. We design to help leverage your existing investments by utilising your existing desktop printers in a mixed device fleet. By developing a roadmap, your ageing printers can be sweated over time and replaced with most cost efficient and unified models. Slowly standardising on printer technology eliminates the problems of needing to stock multiple brands of toner cartridges and supplies, simplifying management and enabling you to introduce new equipment at the most cost effective time.







# TRANSITION & IMPLEMENTATION STAGE

## MANAGED PRINT SERVICES

### Seamlessly introducing your Managed Print Service

Whether your Managed Print Service consists of two or two hundred printers, attempting to implement any new system can be unsettling for employees if handled badly. In order for the implementation and transition to be successful there must be a process that pro-actively engages with staff to create understanding, build loyalty and ultimately achieve advocacy.

At Systems Technology, we will work closely with the people in your organisation using the fundamental principles and practices of the ITIL process to: deploy and remove hardware, provide professional in-house training, and educate users pre and post installation for the successful adoption of the MPS.

### ITIL trained IT delivery specialists

Best practice at all times to deliver what we promise

You may not have heard of it before, but the Information Technology Infrastructure Library is the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

Systems Technology's IT Service Management is driven by ITIL, by our own qualified IT professionals. In fact, ITIL is the most widely accepted approach to best practice service management in the world with the majority of the world's leading organisations using it.

### Dedicated Hardware Installation Team & WEEE

Stress free hardware implementation and disposal

Hardware installation and removal is an often neglected phase of the transition & implementation process. At Systems Technology we use a dedicated team of professional print hardware installers, equipped to seamlessly deploy your MPS hardware. Working with you and our account managers, they plan building access, security clearances and specialist equipment to guarantee a successful implementation.

As part of our ISO 14001 accreditation, any equipment being replaced is removed and recycled wherever possible. In accordance with WEEE Regulations 2013, any waste electrical equipment is transferred to licenced carriers, enabling us to provide evidence of the whole life of the product.

## Change Management Plan

Helping you structure an approach for a successful transition

It is a natural instinct to resist change, and this applies to changes in print workflow too. It is also observed that some people are very particular about the printers they use and any real, or even perceived, change represents a conflict; despite the fact that a change may benefit them.

Systems Technology has a range of positive change management tools that help gain acceptance of MPS and enhance adoption to guarantee the success of the solution. Resources include:

- Email & intranet updates to make people aware of the upcoming improvements
- Posters advertising the MPS implementation dates and support contact information
- FAQ sheets to reassure employees about the project

**The onsite training was second to none and the time they were prepared to spend was invaluable and a welcome surprise.**

**“””**  
**Chestertons**

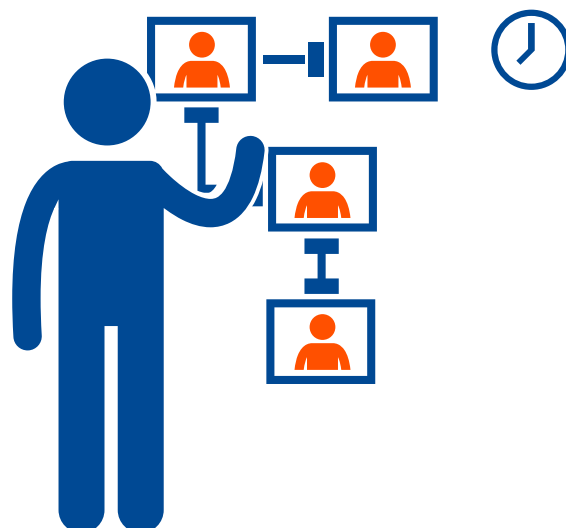
## In-house Training Specialist

Ensure that your employees actually use the solution

When it comes to getting the most from your Managed Print Service, end user training is essential. Systems Technology employs a dedicated Customer Training Officer, who will devise a training program to meet your organisational and end user needs. Training can be conducted through different channels:

- Group classroom training
- Small group programs
- Individual Key Operator training for cascading to colleagues
- Customised training guides

The importance of dedicated user training cannot be overstated and is essential to a successful transition from the previous print infrastructure to the future state.



# SUPPORT & MANAGE STAGE

## MANAGED PRINT SERVICES

No matter how well thought out a Managed Print Service is, without the right level of support it will most likely fail. A successful Managed Print Service provides a productive print environment using the optimal amount of equipment, but if this equipment doesn't work and your employees can't print, it affects both their productivity and morale.

Systems Technology's Managed Print Service is powered by a suite of innovative support services that we are confident are unparalleled in the industry. Our expert hardware and software engineers, supported by an experienced team of service controllers, are core to our commitment to providing you with a truly unique and guaranteed customer service experience that you can rely on.

### Preventative Maintenance Service

*Why wait for your device to go wrong?*

Underpinning your Managed Print Service is Systems Technology's pioneering Preventative Maintenance Service. This premium pro-active service replaces the low quality reactive service that is pervasive in the print service industry, providing a best-in-class service backed up by quantifiable statistics.

Each month, every print device receives a scheduled Preventative Maintenance visit from a fully qualified engineer, who performs a critical 16 point inspection to maintain print quality, ensure problem free operation and reduce your administration.



## Unscheduled Calls

### Swift assistance for unexpected issues

Our aim is for your print devices to operate at 100% uptime. We are not doing too badly, with an average uptime of 98.47% across our entire fleet of Preventative Maintenance machines. But potential issues can happen that we can't always maintain against, such as paper-jams and user problems. In these cases we immediately reroute our engineers from their Preventative Maintenance calls to attend and resolve the issue.



- Average response time of an engineer on site: 1:52 minutes
- Average number of unscheduled calls-per/engineer per/day: 0.75
- 98.96% of issues fixed on the first visit
- CRB checked engineers

## Remote Monitoring Service

### Automating your printer administration

Systems Technology's Remote Monitoring Service gives your staff more time and increases up-time for your printer fleet by automating the administration of your devices.

- Automated Meter Readings Service
- Automated Machine Diagnosis Service
- Automated Toner Ordering Service
- Fleet Activity Reporting Service



The secure web-based service solution monitors your devices 24/7 to resolve potential issues before they happen. Alerts such as error codes and paper-jams are automatically reported to our support service to diagnose and escalate to a local engineer if needed, all without interrupting your day.

## Print Software & Graphics Support Service

### Because not everyone is an IT genius

While there is plenty of focus on maintenance and toner supply for printer fleets, what is often ignored is the support of printer software, including drivers, print management software and RIPs. Your multifunctional printers may be 100% functional, but if people can't print to them, their productivity will suffer. Within our Managed Print Service support is direct access to our accredited Professional Services team, who oversee all aspects of network printing, setup and calibration.

- Driver installation and profile creation
- Print rules and routing creation and support
- Scanning workflow creation and support
- Remote access and support
- RIP calibration and colour correction – Fiery
- ITIL trained IT Professional Services Team





# REVIEW STAGE MANAGED PRINT SERVICES

## Measurable, valuable, continual improvement

Unlike most Managed Print Service providers, Systems Technology follows the ITIL framework of best practice, providing a complete end-to-end solution that doesn't finish once your equipment has been installed.

Our Review Stage is a process of continual service improvement, providing reporting and guidance on creating and maintaining value for your company as your printing needs change.

### Quarterly Review Meetings

#### Keeping you on track

Your Account Manager will meet with you and all other key stakeholders every quarter to review our Managed Print Service's performance against the objectives set at the Design Stage. These objectives are based upon the Discovery Stage baseline. The aim is to ensure that we are keeping your planned savings and efficiencies on track and continually improving.

### Print Management Reporting

#### Insight into your organisation's printing trends

Using the live Print Management Reporting from your system, your account manager will help you to identify unusual trends to inform training requirements or adjustments to any automated print rules and routing before they affect your organisation. For example:

- **Printing by applications:** Identify new and unnecessary colour printing by program type
- **Time of day analysis:** Identify misuse of printers, especially printing at irregular times such as weekends or evening
- **Environmental analysis:** Shows the benefit of initiatives to reduce paper usage in terms of trees, CO2 and energy saved
- **Print analysis:** Print costs by individuals, departments and locations
- **Job size analysis:** Helps to move larger jobs to the fastest and most cost effective devices
- **Bulk printing analysis:** Identify which printers produce the largest jobs to check for suitability of cost effectiveness
- **Colour analysis:** Examine trends in colour usage to identify the need for training or rules and routing
- **Printer selection analysis:** Are users selecting the correct output device or the closest?

The meetings also give you the opportunity to learn about new and upcoming print software and hardware solutions that will be of benefit to your organisation, helping you to manage your future budgets more effectively.

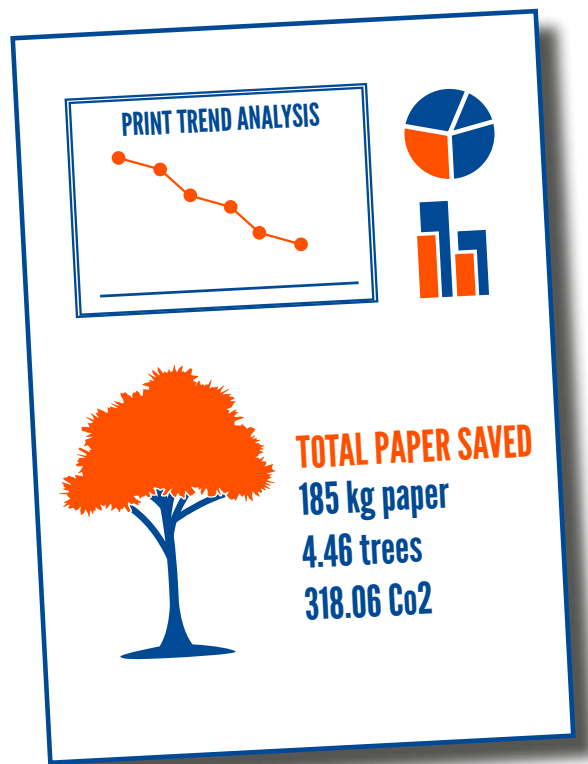
## Service Information Reporting

### Critical Success Factor and KPI Performance Management

Service Information Reporting is essential for our continual service improvement, providing an actionable approach to reporting that shows how we are working to meet, or exceed, our stated Service Level Agreement (SLA) Key Performance Indicators (KPIs).

We collect a large amount of data about your printers each month, but we realise that you don't want to wade through pages of statistics. That is why our reports are presented using clear, easy to understand and unambiguous charts and graphs, with historical representations of past performance for you to compare. For example:

- **1st time fix rates:** First contact resolution
- **Engineer response times:** Broken down by within an hour, two hours, three hours or over four hours
- **Charged print volumes:** By device broken down by colour and mono
- **Number of visits:** Broken down by Preventative Maintenance Calls and Unscheduled Calls
- **Toner deliveries:** Broken down by physical machine location
- **Asset Management:** Helping you keep track of which devices are in operation and where they are located



# ARE YOU READY TO TAKE CONTROL OF YOUR PRINTING?



Arrange your free introductory meeting today  
Call 0800 279 0300 or 01634 299117

# RICOH Canon



**PaperCut MF™**

Systems Technology (S.E.) Ltd

## Head Office

41 Riverside II  
Sir Thomas Longley Road  
Rochester, Kent ME2 4DP

## London Office

73 Watling St  
London  
EC4M 9BJ

## Contact

Freephone: 0800 279 0300  
Tel: 01634 291124  
Fax: 01634 291125  
Email: [sales@systemstechnology.co.uk](mailto:sales@systemstechnology.co.uk)  
Web: [www.systemstechnology.co.uk](http://www.systemstechnology.co.uk)  
Twitter: @systemstechltd



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