# Canon Managed Print Services

## The proven strategy to manage document output while delivering business process improvements

Canon

CANON BUSINESS PROCESS SERVICES, INC.

PRINT SERVICES

## According to a report from Gartner about the importance of document workflow in the assessment of managed print services:

"...There is an increased focus on workflow solutions as organizations are seeking to print less and to print more responsibly, moving their focus from products to process. As a result, MPS providers also increased their efforts to help customers with their document-centric work processes and document workflows." *

* Gartner, Market Snapshot: Managed Print Services, 2012, January 22, 2013

# Introduction

The office environment has been changing rapidly over the past decade. Software and print technology advances have provided improved capabilities. Technology advancements and the growing number of remote and mobile workers have increased the expectations for corporate print resources. Device and output management technology, coupled with a managed enterprise-wide approach to delivering print services, provide a new level of efficiency. Organizations are realizing lower costs, advanced business processes, reduced risk, and ultimately improved sustainability.

Office document output equipment, long regarded as an unavoidable expense, now is being used to improve workplace productivity. Why? New workflow solutions combined with output management technology allow us to bridge the paper and digital environments, resulting in:

+ Reduced work
+ Accelerated workflow
+ Added print flexibility for mobile users
+ Reduced print consumption
+ Stronger information security
+ Smaller carbon footprint

To achieve these benefits, output services today are best managed across the enterprise by a centralized, accountable group that is equipped with the right tools and is guided by one strategy that manages all devices.

Canon Managed Print Services (MPS) integrates the office print environment with IT and business process optimization strategies to provide more comprehensive business solutions. Our MPS is also delivered together with our mail, centralized print and scanning centers to provide a more uniform and cost-effective solution.

MPS Considerations:

+ Do we have an up-to-date list of machines, know where they are located and what their utilization is?
+ What is the monthly output volume and how does it compare to plan?
+ Are users satisfied with the availability of equipment, supplies and support?
+ As leases expire, are we making smart decisions about replacements, consolidation or disposal?
+ Are the networked print devices operating within our security policy?
+ How much do we print from desktop printers and how much does it cost?
+ Are the maintenance vendors meeting the SLA we pay for?
+ Are we leveraging the print infrastructure to reduce print volume and improve efficiencies?
+ Are we monitoring and assessing our print needs periodically?
+ Are we effectively managing all of our printing costs across the enterprise?

# Document Output Challenges

Managing the document output process cost-effectively today is far more challenging than in the days of single-function copiers and printers. It is a daunting job to control the proliferation of equipment contracts and supplies, total cost, service quality and asset utilization, as well as maintain a common output strategy.

Controlling the total cost of output is a big challenge. Spread among facilities, IT, procurement and business operations, the organization has difficulty adding up all the output costs. In our experience, 70% of enterprises confess they do not know what their total cost of document output is. We have also found that passive management of direct output cost can be up to 30% higher than proactive management.

Assessing output needs and standardizing and optimizing the fleet have also proven to be a big challenge. Most organizations cannot tell us with accuracy how many machines they have, where they are, what the utilization is or which devices are owned or leased. Without the tools and the print expertise, organizations are working in the dark when key decisions must be made about device selection, consolidation or replacement, technology improvements, output strategy or user needs. Our experience suggests organizations have far more devices than they need.

While organizations are networking devices, most have not integrated their multifunctional devices (MFDs) with software solutions to address document workflow and output management needs.

Responsibilities for print devices are often fragmented between functions. For instance, IT may have responsibility for printers, facilities management for shared copiers/MFDs and departments such as marketing may purchase additional equipment. It is therefore challenging for the organization to take a comprehensive approach to enterprise document workflow and output management.

Through a holistic approach to office document output, an organization is able to overcome these challenges. Canon Business Process Services (Canon) helps organizations design its enterprise-wide print policy and implement managed print services that provide business process solutions and high-availability print services at an optimized cost.

# A Structured Approach to Delivering Process Improvement

Canon MPS is a suite of services designed to take control of the print environment, optimize the service and cost, implement business improvements and transition from an unmanaged to a managed operating mode.

We begin by conducting an assessment workshop. We then follow with a transition where we take responsibility for managing your environment. Tools are then installed to manage maintenance, supplies, user support, vendors and back-end processes. We then implement the changes agreed upon in the assessment. Over time, you should see your fleet environment change shape as the improvement plan is implemented and then reassessed to ensure continuous improvement.

By adopting a structured MPS approach, a number of benefits can be realized. These include:

+ Reduction in print output volume
+ Fewer, more productive devices
+ Enhanced security
+ Improved business processes through digital workflow
+ Centralized management of the document output environment
+ Significantly lighter IT workload
+ Implementation of green practices
+ Reduction in total office print/copy costs

# Comprehensive Managed Print Services Customized to Meet Your Needs

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## DOCUMENT NEEDS ASSESSMENT

Our document needs assessment collects quantitative and qualitative data to establish your document output needs in terms of equipment, maintenance, supplies, business improvements, user satisfaction and total cost of ownership. Based on your objectives, we develop the future state output strategy along with an implementation roadmap.

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## IMPLEMENTATION & CHANGE MANAGEMENT

The most challenging part of implementing any new program is ensuring a smooth and seamless transition for the end user. User acceptance is maximized when careful thought is given to managing change and processes to provide a positive experience with the new program from day one. Canon excels in delivering the management and tools necessary to ensure clients are delighted with the new document-output environment. Proven project management processes steeped in Six Sigma methodologies help ensure your new systems are installed with no adverse impact to business operations. Custom user guides, signage, training and onsite support ensure end users are up and running with the new systems quickly and efficiently.

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## SERVICE SUPPORT

We serve as your managing agent, ensuring maintenance vendors provide the service level contracted. We monitor service performance. We engage with technicians, users and IT from ticket origination to final resolution. Over time, we consolidate maintenance vendors and contracts as the fleet is standardized.

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## SUPPLY MANAGEMENT

Canon MPS and onsite or remote staff help ensure that toner and paper are ordered and replenished on time while working behind the scenes to streamline the supply chain to reduce costs and the variety of consumables.

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## ASSET MANAGEMENT
## IMAC SUPPORT

Canon MPS maintains your list of equipment along with its current location and history in one centralized database. Moves, adds, changes and deletions of assets are accurately tracked. Canon MPS helps you to know what equipment you have and where it is located.

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## ONSITE SUPPORT SERVICES

Onsite MPS specialists take care of day-to-day fleet needs. This includes replenishing supplies, first response to mechanical issues, user support and training, coordination for maintenance and IT, meter and bill reconciliation, reporting, vendor management and administration of services such as recycling, shredding and hard drive cleansing. Our MPS is integrated with our mail and print center services so we can provide onsite support in smaller locations, even where a fraction of a person is needed.

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## SUSTAINABILITY PROGRAMS

Our sustainability approach is based on three principles: reduce, reuse and recycle. We reduce the consumption of paper and toner by configuring devices to duplex print and training users to adopt MFD functionality. We reduce the number of equipment, leading to lower energy consumption. Finally, our on-site staff implements paper and toner recycling programs, disposing of waste in an environmentally friendly manner.

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## SECURITY COMPLIANCE

Today's MFDs are a powerful productivity tool and they must be properly secured. Canon MPS experts work with your IT security experts to help ensure the right security methods and applications are selected and configured. We can integrate document output security with your physical and network security.

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## ELECTRONIC MONITORING AND DATA COLLECTION

Real-time monitoring of the multi-vendor networked fleet provides proactive response to device failure, preventive maintenance, low supplies and meter collection. Our monitoring system is tailored to client needs as well as cloud based, eliminating IT support.

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## MPS CALL CENTER

Our customer service desk acts as a single point of contact for all user needs. Covering your working hours, it receives and records user tickets and either provides help on the spot or dispatches and coordinates services. Users are kept informed about incident status from the beginning to the end.

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## PERFORMANCE MANAGEMENT

Successful MPS requires a strong administrative function to direct and control the multivendor environment. Activities include reporting and performance analysis, vendor management, invoice reconciliation and bill payment, financial analysis, coordination, sourcing and recordkeeping. Canon MPS uses tools to efficiently collect data and experts who know how to analyze the process. Intelligent decisions are made based on timely, accurate reports.

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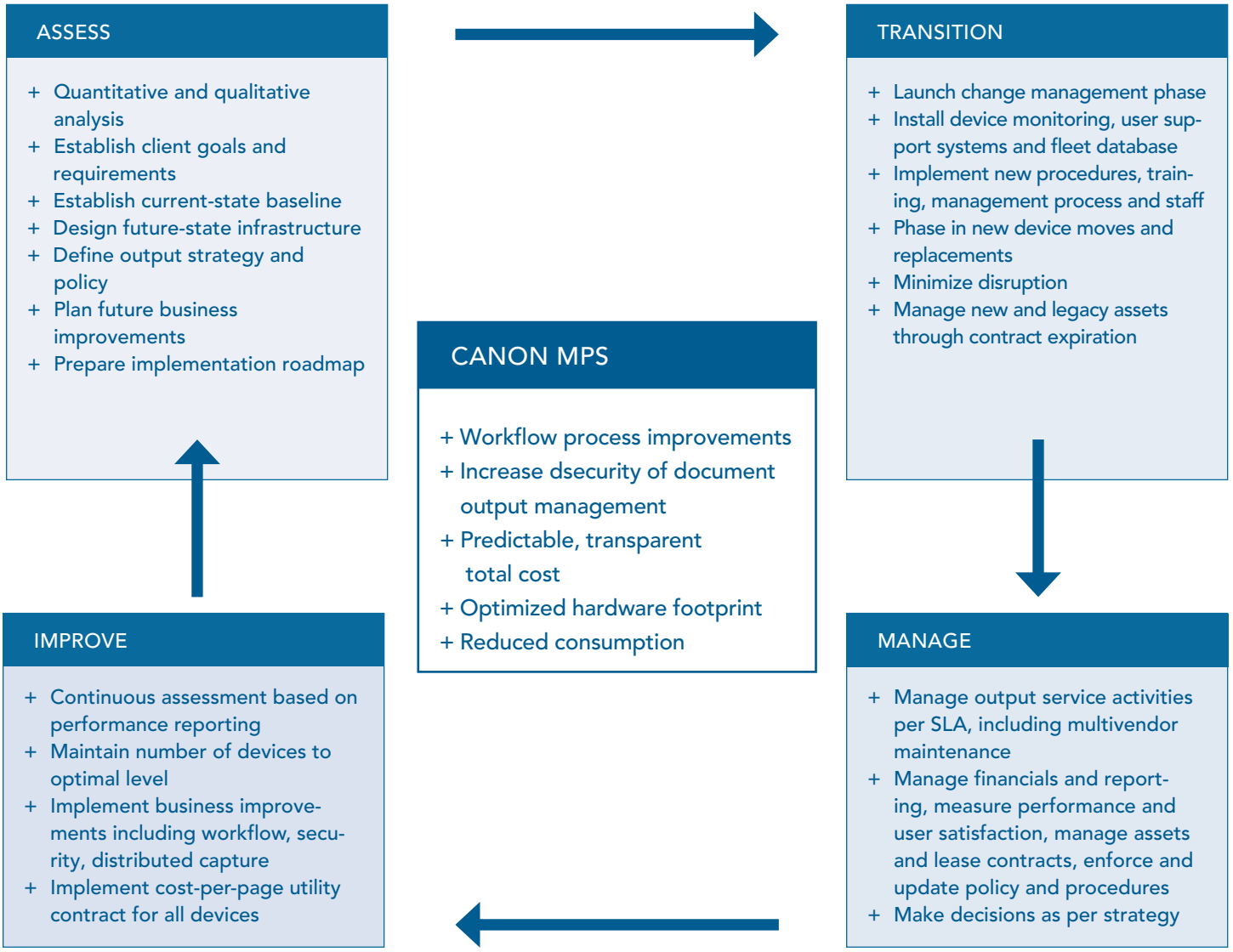
## BUSINESS PROCESS IMPROVEMENTS

Business processes can be improved by integrating the managed print infrastructure with content management, business workflows and security systems. Examples include document routing from the MFD, intelligent data capture, indexing, etc. Moreover, the print management systems can streamline print management, improve information security and enforce print policy. For example, one platform can provide for management and reporting of print accounting, print job routing, mobile printing, secure printing and device management.

# Canon MPS Methodology

Implementing an MPS strategy and the accompanying tools and process requires a sound methodology. Canon MPS is implemented through a four-phase methodology: assess, transition, manage and improve.



# Proven Success with MPS - Case Studies

### CANON DOCUMENT NEEDS ASSESSMENT DISCOVERS $13M COST SAVINGS

CASE STUDY #1

A financial services leader depends heavily on its office document output infrastructure to keep more than 20,000 employees productive. In seven months, we implemented Canon MPS, which reduced office print costs by $13 million over three years.

### CANON MPS HELPS USERS ADOPT BETTER PRINT PRACTICES

CASE STUDY #2

An automobile maker wanted to centralize the management of all the print environments and support home office users with managed print services. After an exhaustive five-month RFP (request for proposal) process, they selected Canon MPS. According to the client manager, "Canon stood out due to the strength of their assessment, high degree of flexibility in regards to the contract and demonstrated willingness and ability to offer top-quality service to the entire U.S. fleet."

According to a leading IT analyst at Gartner, *"printing is the last uncontrolled IT cost in the organization":*

+ "Print costs can be as much as 3% of revenues"
+ "Firms that actively manage their printer fleets can save up to 30% of printing costs"

# Leveraging MPS for Business Solutions

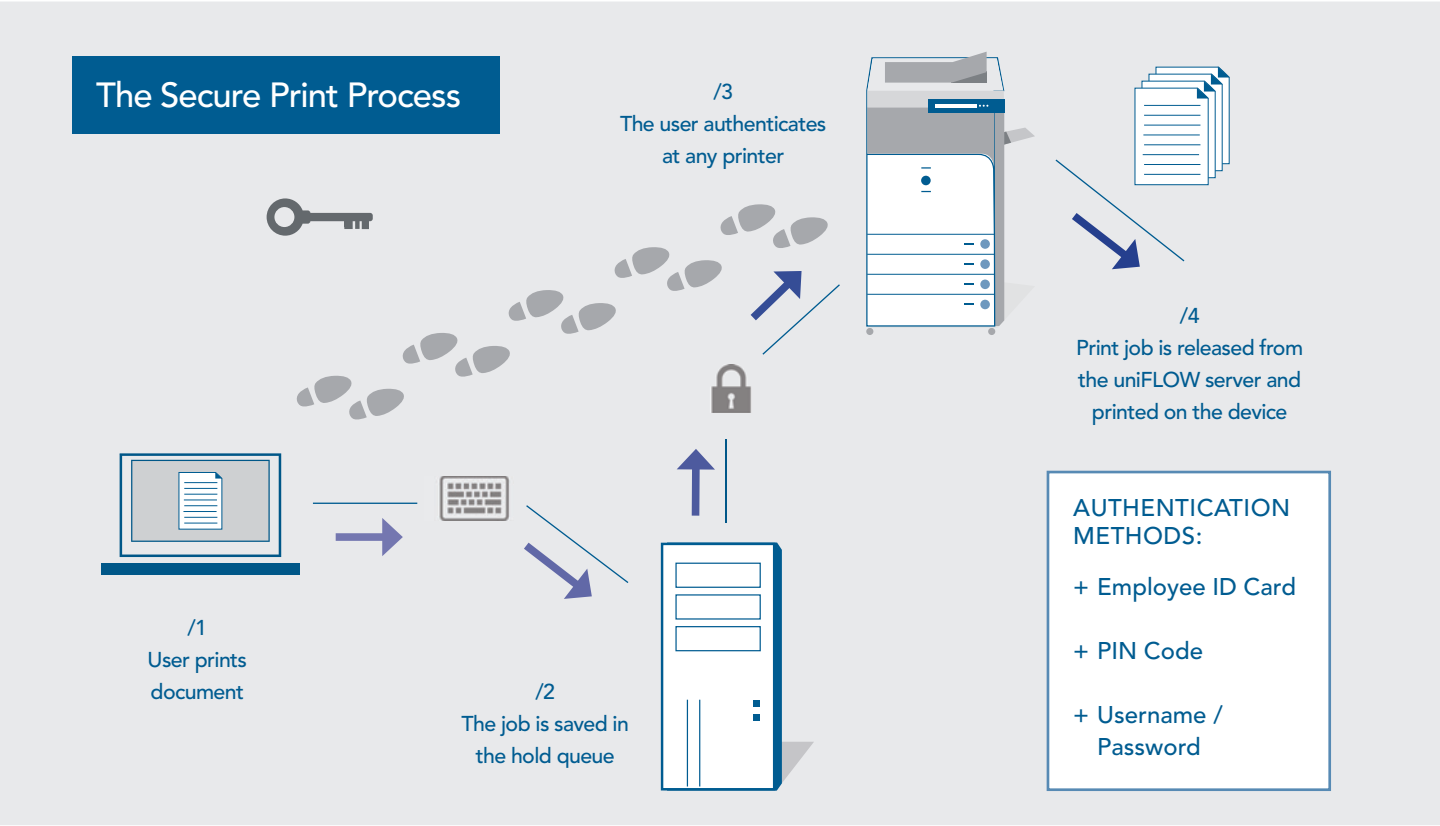
Managing the output hardware is only one function of the Canon MPS program. We incorporate software solutions to bridge the paper and digital processes to increase business performance.

## ENHANCING BUSINESS WORKFLOW

Networked MFDs are the information exchange hubs that transform and route information. Canon MPS integrates MFDs with your business systems, enabling all your knowledge workers to work more efficiently.

## IMPROVING INFORMATION SECURITY

Hard-copy documents and output hardware can pose an information security risk. Canon MPS solutions can help address office print and copy security requirements and reduce information security vulnerabilities.




## MEETING NEEDS OF MOBILE EMPLOYEES

Whether working from home, on the road or at a field office, your employees need reliable print services. Canon MPS helps you support mobile employee print needs through mobile devices, home offices and cloud capabilities.

## INCREASING EMPLOYEE PRODUCTIVITY

Canon MPS helps increase your productivity by streamlining document workflow and ensuring high-availability print service. Your IT and knowledge workers can avoid interruptions due to day-to-day supplies and device management issues.

## REDUCING IT WORKLOAD AND COST

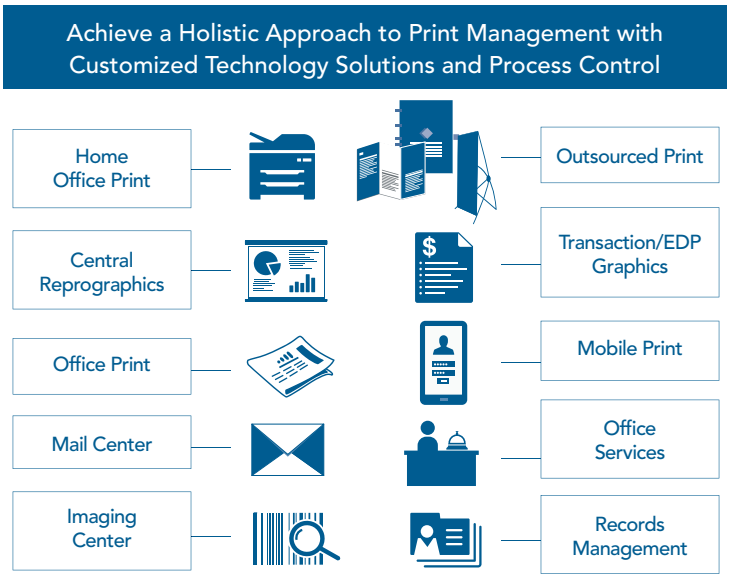
Print issues typically consume a portion of the IT help desk time, which can be devoted to more important IT tickets. Canon MPS is designed to take away the burden of print support from IT, thus replacing high support cost with a much lower cost.

## PROMOTING SUSTAINABLE PRACTICES

Sustainable practices are important to most organizations, especially if they do not increase costs. Canon MPS has been proven to reduce the number of devices and print/copy volume, resulting in a smaller carbon footprint. We train users on best green practices and help administer recycling programs.

# Enterprise Output Management

Organizations can spend up to 3% of revenue on document production. An effective way to reduce the cost is to manage office print together with print room, data center and outsourced print. Canon takes a good practice further. We manage print, mail, imaging, records and office support services together. People, process and enabling technologies are leveraged to help reduce cost, increase accountability and provide a higher quality of service.




# Managed Print Services Benefits

Organizations that implement MPS from Canon Business Process Services can realize financial and operational benefits:

+ A controlled MPS process that is accountable for all equipment and cost
+ Business solutions that improve productivity and information management
+ Asset management
+ Reduced IT workload
+ Enhanced information security in the office print/copy environment
+ Implementation of sustainable practices and lower output volume
+ Lower print/copy costs

Managing your office output environment starts with an up-front assessment that results in a plan for hardware optimization and a print strategy. Next, the MPS process is set up, equipped with tools and staffed by professionals who are accountable for managing the fleet. Then, step by step, business improvements are implemented along with sustainable practices. Over time the fleet should reach the optimized state and the full benefits will be realized.

Canon Business Process Services has successfully provided managed print services to customers across industries over the past decade. Our methodology has been proven. Organizations select us for MPS because of our ability to deliver business process improvements beyond print hardware and for our acknowledged expertise in managing all the print environments together with mail, imaging, records and office services, all under one contract.

Canon MPS has been identified as a leader on the Gartner MPS Magic Quadrant.

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CANON BUSINESS PROCESS SERVICES, INC.

# Advancing Business Performance to a Higher Level

1–888–623–2668

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider."

Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.

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