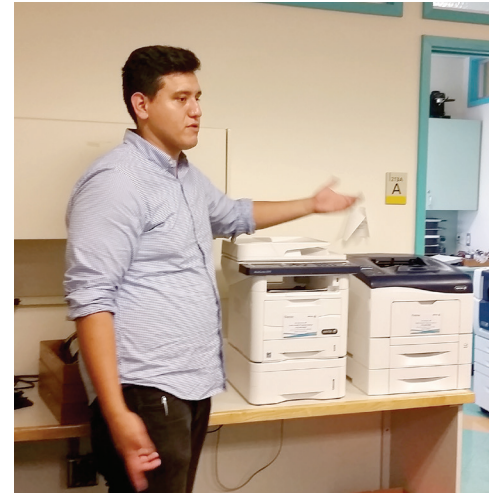


“We’re improving cost savings, streamlining operations and achieving greater transparency with monthly performance reports. This program means we’re helping departments put more taxpayer dollars toward providing better services.”

—Richard Sanchez
CIO
County of Los Angeles, CA



Our Challenge

The County of Los Angeles, CA, the largest county in the United States, needed to optimize print operations by using industry best practices to reduce costs. The CIO wanted to get a clearer picture of how much was being spent by County departments each year to manage printers, fax machines and scanners and to buy copier toner, ink cartridges and paper to maintain the devices. A boost in financial savings, productivity and improvements in internal workflow would ideally result.

Our Solution

A detailed assessment of the print environment was completed by an independent third party, Print Operations Group (POG). Following a competitive selection of Managed Print Services (MPS) vendors, Xerox was selected to execute the County’s MPS program by implementing shared, networked print devices and managing maintenance and support costs. There were no upfront capital costs required and each of the participating County departments could keep their cost savings, putting more taxpayer dollars toward their core services.

Our Results

- More than \$10M in savings annually that’s expected to increase to \$13M
- \$50M+ total savings over the contract life
- More than 56% decrease in printers and copiers from 43,000 to 18,500
- Less administrative effort and IT support needed to maintain devices and supplies
- 58% electrical consumption reduction, which equates to about 700 homes annually

“The fact that we have numbers has been very effective. It’s rare there are quantitative results for these kinds of projects.”

—Richard Sanchez
CIO
County of Los Angeles, CA



Helping the County of Los Angeles, CA, Help Its People

The County of Los Angeles, CA, serves over 10 million people—the largest population of any county in the nation. Law enforcement, tax collection, public health protection and social services are some of its responsibilities.

Managed Print Services (MPS) helps the County with financial savings and improved productivity, so its employees can better serve the public.

No Lack of Devices, Just Data

Before Managed Print Services, little oversight was given to the number of printers and copiers being purchased each year because the cost was coming out of numerous budgets to buy and maintain the 43,426 printers and copiers. No standards existed for the acquisition of copiers and larger devices.

According to John Arnstein, project manager and senior associate CIO:

“The independent third-party print assessment documented the potential for significant hard-dollar savings, while actually improving the office print, copy and scan capabilities available to all staff. We leveraged the County’s purchasing power to gain favorable pricing.”

A Solution to Serve All

The CIO’s office partnered with the Board of Supervisors to establish a mandatory County program. The process included gathering information about the current printing environment, preparing design plans, deploying printers, transitioning operations and improving oversight.

The County’s CIO, Richard Sanchez, noted, “Executive support came from the Board of Supervisors and CEO with understanding from management and staff that there are numerous opportunities to improve how we do business. As it’s implemented, the benefits are being felt, so there’s a shared willingness to make ongoing changes.”

A Partnership for the People

The County of Los Angeles, CA, is expecting to save more than \$10 million annually. While copiers are being reduced by 56 percent, the increased use of multifunction printers is improving efficiency by 16 percent. Plus, IT and administrative staff are freed up for other needs so the County can offer an even higher level of service to the public. According to Sanchez:

“Expressing MPS savings opportunities to executives would be easy. Demonstrating it, we thought, was going to be difficult. However, based on the savings we already are seeing and how all the benchmarks are being met at this stage of the program rollout, we are far exceeding the projections, which is great!”

Saving Taxpayer Dollars— and the Environment

The County of Los Angeles, CA, knew the fewer devices it operated, the less electricity it consumed. When deployment is completed, the entire fleet will be ENERGY STAR compliant and 7.6 million fewer kilowatt-hours will be used annually, producing a 58 percent electrical consumption reduction. Plus, it can expect to put 700,000 fewer pounds of CO₂ into the atmosphere each year. Arnstein also noted:

“The Managed Print Services initiative continues the County’s strategic plan of improving operational and financial efficiency in order to better serve the public. Leveraging technology to allow County employees and management to do their jobs as effectively as possible is a key goal of the Office of the CIO.”

All of the costs saved will help the departments achieve tasks focused on their core competencies.

Device data now exists in an easy and accessible format since departments have much greater visibility into the office print environment, allowing them to better understand and manage costs, uptime and adherence to service level agreements, make adjustments as needed over time and provide the best printing solutions for employees.

Setting the Gold Standard

Standards have now been established for the acquisition, deployment and use of devices to provide ongoing Countywide consistency for the appropriate use of office print technology.

Managed Print Services has supported the County of Los Angeles, CA, and will continue to help reach goals of operational effectiveness, fiscal sustainability, application of innovative technologies and Countywide sourcing agreements. And the foundation has been laid for even more improvements in the future. With such a large project scope, it’s setting the standard for other state and local governments nationwide.