

“In the past, we had no data on print operations, uptime or volume. Now we’re not only getting information about who’s printing what, we’re also establishing a baseline for future operations.”

—Steve Young
CIO, Department of Natural Resources
State of Washington



Our Challenge

While the Washington State Department of Natural Resources (DNR) was controlling millions of state-owned acres, the department’s printers were growing out of control. Each of the DNR’s 40-plus sites was overseeing its own printer purchases and operations, resulting in an overgrown landscape of decentralized, multi-vendor devices. That, in turn, was creating connectivity and support issues for the department’s IT team. The state needed someone to get to the root of the problem and centrally manage print operations.

Our Solution

Washington State partnered with Xerox to implement Managed Print Services (MPS) across all DNR offices. Xerox is providing centralized management of the DNR’s printers, supplies, maintenance and help desk. Unnecessary and outdated printers have been weeded out, with shared Xerox® multifunction devices planted in their place. Complicated multi-vendor print processes, like leasing and invoicing, have been dramatically streamlined. And centralized data collection is enabling the DNR to gain insights into print usage and costs to ensure optimized print operations moving forward.

Our Results

- Centralized management of printers, print operations and support for 40-plus statewide locations
- Reduced printer fleet by nearly 60%, going from 242 models of devices to just 27
- Improved control of print operations with new visibility into print users, volume and uptime
- 40% reduction in total costs per page
- Strengthened protection of sensitive information with Secure Print with passcode-protected document release
- Improved environmental impact, saving the equivalent of hundreds of trees and millions of sheets of paper, and reduced CO₂ emissions by 36% through energy-efficient devices and default black-and-white and duplex printing

“After any large fire, there are a lot of requests for public disclosure documents. It’s a huge workload for our staff. Our printers have to be up and running. Xerox® Managed Print Services (MPS) ensures that they are.”

—Steve Young
CIO, Department of Natural Resources
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Washington State and Xerox® MPS: Winds of Change Bring New Insights to Department of Natural Resources

The Washington State Department of Natural Resources (DNR) is responsible for 5.6 million acres of timber and aquatic lands. What they shouldn’t be responsible for is print operations. So the Department has placed the job in the hands of Xerox, who is providing comprehensive Managed Print Services that are breaking new ground.

Countless Printers in the Field

Before MPS, the DNR’s 471 printers were scattered across more than 40 locations. There was no visibility into what was happening below the surface and no central force holding everything together.

“We had devices from more than a dozen different vendors all across the state,” offers Steve Young, Chief Information Officer for the Washington State Department of Natural Resources. They weren’t managed centrally and data wasn’t collected centrally.

“Xerox did an assessment of our environment and brought in Managed Print Services. Now we have fewer printers and they’re standardized and centrally managed.”

Consequently, the DNR’s total cost to print a single page has dropped 40 percent. The printer crop has also been trimmed, reduced to 189 Xerox® multifunction devices. In addition, administrative processes, such as invoicing, are much more efficient. Says Young:

“In the past, each work center dealt with its own leases, devices and invoices. Finance had to individually process and reconcile a dozen or more invoices. Now we get a single invoice and pay it from a single account.

“The multitude of work is gone. We’ve seen savings in both staff hours and from an administrative overhead perspective.”

Support Becomes a Breeze

“My service desk was always dealing with connectivity and driver issues,” Young continues. “People came to us with oddball machines from oddball vendors saying, ‘Please hook this up to the network and get it to work.’”

“Now, instead of supporting twelve different flavors of print drivers, we have one vendor and one flavor, and it’s simple.

“The amount of support we need to provide to enable printing has decreased significantly and there are savings there as well.”

Help desk calls are also fewer. Young’s IT team handles Tier 1 issues like paper jams, but Xerox is responsible for everything else, including proactive toner replenishment. A single toll-free call brings a Xerox rep on-site within an hour at metropolitan offices, with slightly longer response times for remote locations.

Seeing the Forest and the Trees

Perhaps the greatest MPS benefit is DNR’s newfound visibility into print operations.

“From a data perspective, we were all over the map,” explains Young. “We couldn’t capture things like uptime or volume or who was printing what.

“Our visibility into all of that is much greater. We have centralized data now, so we’ll be able to show how well the agency is doing or not doing and make more informed decisions about print services.”

MPS’s adaptability is another advantage. During peak periods, such as fire season, print demand spikes. For example, the need for public disclosure documents after a forest fire is tremendous, as is need for training materials when the season begins. DNR’s printers are able to anticipate and adapt to the increased volume without sacrificing speed or quality.

Branching Out Together

In the coming months, Xerox will reassess DNR’s print infrastructure using the newly generated MPS data as a foundation for future efficiencies. The two companies may also work together on Washington’s recently approved e-signature capability and the state’s document management challenges.

“Xerox partners with us as issues come up,” says Young. “They work proactively and are very good at trying to get things right, not just because we want it that way, but because it’s what’s best for everybody.”