

“Our employee-to-printer ratio was four or five to one. Now it’s more like 25 to one. That definitely led to savings, but printing also became more secure. And we’ve had tremendous gains in sustainability. So there were a lot of different wins.”

—Senior Associate, Strategic Sourcing
Major U.S. Financial Services Company



Our Challenge

“Security and sustainability were key for us. We had 1,200 personal printers, but printing wasn’t optimized. Printers weren’t networked and printing was managed by three different business units. We also weren’t sure if we had the right devices in the right places. Some people had printers on their desks. Others ran to the nearest printer when they printed something confidential.”

Our Solution

“We streamlined printing from three different groups into a single service model with one contact point. In the process, we reduced 1,200 printers and copiers to about 172 multifunction devices. We’re not only cutting device costs, we’re also improving security because users need a code to print. And we’re using a lot less paper and toner, so sustainability has improved significantly.”

Our Results

- Streamlined three print management operations into one
- Replaced 1,200 personal printers with 172 energy-efficient multifunction devices
- Improved user-to-device ratio from approximately 4-to-1 to 25-to-1
- Significant sustainability gains, including less toner and paper usage
- Greater protection of confidential documents with secure print function

“Our Managed Print solution is scalable, so there are opportunities to take it even further. The foundation is in place to do anything we want as our next step.”

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Greater Security and Sustainability Are in the Cards

The more you use certain credit cards, the greater your rewards. That same concept applies to the Managed Print Services (MPS) solution at this direct banking and payment services company. Working with Xerox, the company is discovering that a well-managed print operation continually rewards users with greater efficiency, security, sustainability and savings.

Earning Points for Efficiency

“We had three different vendors servicing our printer fleet,” explains the company’s Senior Associate, Strategic Sourcing. “Each reported to a different business unit. Procurement, facilities and IT all managed devices.

“We wanted to streamline operations and optimize our printers, which weren’t networked or in the right places. Our first step was a print assessment where we itemized devices and measured their utilization. That led to a Xerox® Managed Print solution, which we tested successfully at corporate headquarters.”

The strategic sourcing team recommended a staged rollout across the company’s campus. The first step was replacing over 1,200 of headquarters’ printers and copiers with just 172 shared, Xerox® multifunction devices in a single, consolidated print environment helmed by Xerox.

“Managing printers used to be part of a lot of different people’s day-to-day. Now it’s not. They can focus on other tasks and new opportunities, instead of worrying about printers.”

The Rewards of Becoming Greener

“Sustainability was a major objective. We didn’t have two-sided printing or color devices that defaulted to black and white. We also had smaller devices without a sleep mode that used a lot of power.

“People weren’t really considering what they were printing. They would print something and throw it directly in the trash. Now, because they have to walk to a printer, they’re asking, ‘Do I really need this?’ before hitting print.”

“We’re printing less and ordering much less paper. We cleaned up about eight pallets worth of toner we no longer needed. And our devices are all energy efficient.”

In addition, the company implemented a replacement plan for printers, eliminating the spontaneous purchasing of new devices by individual departments. Says the project’s sponsor “We’ve already seen savings and I know we’ll see more down the road.”

Taking Charge of Security and Support

Before MPS, employees printing confidential documents often had to run to the nearest printer to protect their materials. Today, those documents remain in a print queue until users enter a four-digit code to authorize release.

“Documents no longer sit on a table with other things people have printed throughout the day or week. The code also helped with sustainability because people think more about what they’re printing. The sustainability, the security, they add even more value to the actual savings.”

The client’s new multifunction devices also offer scan-to-email capability. Sensitive customer documents are now more traceable and secure, virtually eliminating the need for fax machines.

Improved support is another MPS advantage. In the past, employees called an outsourced help desk that may or may not have known which of their business units should handle the printer issue. Consequently, a request could remain unaddressed for days. That’s no longer true, says the client:

“We have an on-site Xerox resource that answers all the first calls. We streamlined the processes of three different groups into one service model, with one person to contact if you have a problem or need anything.”

Giving the Partnership Credit

As the MPS implementation continues, the company is exploring new ideas, such as incorporating employee badges into print security and integrating print governance.

“A lot of this is understanding what has and hasn’t worked in similar businesses. Xerox is a leader in the industry so having their level of knowledge made this a lot easier. More than just a vendor, they’re our partner.”

“It’s nice to have a scalable solution that solves multiple challenges and still offers the opportunity to be more green, more secure and save more money. We can do practically anything we want moving forward.”