

Managed Printer/Copier Program

December 10, 2012

Background

Virginia Military Institute produces more than 10 Million copy, print and fax images annually. In Fiscal 2011, expenditures including printer/copier acquisition in this area exceeded \$450K.

VMI entered into a managed print services contract with Ricoh Corporation with a start date of August 1, 2012. This contract will cover most laser printers, multi-function printers (MFP), copiers, and FAX devices on Post. Most devices have been replaced with new comparable Ricoh branded devices and will be maintained by an on-Post Ricoh technician. Inkjet printers and plotters will not be replaced and will not be supported. All new devices and expendables (toner, drum kits, etc.) except for paper will be provided by Ricoh as part of the contract.

The Managed Printer/Copier program will reduce our annual cost by an estimated \$100K to \$150K per year. At the same time the program is designed to “right size” equipment and improve service with a full-time, on-Post Ricoh technician.

Note: Specific business process requirements or end-user accessibility considerations may necessitate exceptions to these guidelines.

Program Benefits

1. Standardize our printer/copier fleet with current technology
2. Consolidate the number of devices by replacing many single function devices with multi-function units that copy, print, fax, and scan
3. Enable us to leverage the total volume of images we produce to receive lowest possible pricing
4. Support our Green initiative through replacement with more efficient Energy Star devices to reduce energy consumption and reduction in paper through duplex (two sided) printing.
5. Improve network security, device supportability, usage reporting, and maintenance through proactive monitoring of devices. All devices will be on the network.
6. Improve End User efficiency and experience
 - a. Provide one point of contact for all print needs to include service, procurement, support and training.
 - b. Eliminate the need for the End User to deal with printer/copier/FAX machine acquisition and the ordering/stocking of toner and other expendables
 - c. Ensure ease of use and consistent operability features on standard devices

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Policy

- A. Inkjet printers - These assets in our current fleet can be up to 600% more expensive to operate due to the exorbitant cost of ink and they are less energy efficient. Therefore, inkjet printer devices are not supported.
- B. Color versus Monochrome (Black and White) Printing - Color is 8-10 times more expensive to produce than monochrome prints. Due to the disparity of cost between color and monochrome printing, devices will be deployed in a manner that balances end user needs and cost impact. Color capable devices will retain that ability but will be set to default to Black and White unless 80% or more of the print production on the unit is color. Color printing can be selected on a per document basis.
- C. Duplex Printing (printing on both sides of the paper) – All devices default to duplex printing. Simplex printing can be selected on a per document basis.
- D. Hold Print - Users will be encouraged to utilize the Hold Print feature. Hold Print enables the end user to send a print job and the device will hold the job until the user releases it at the printer.
- E. Confidential/Locked Printing - When confidential printing is required, a feature that can be utilized is “Locked Print”. Locked Print enables the end user to send a job to the printer similar to the “Hold Print” above but requires a personal pin to release the job at the printer.
- F. Supplies (Consumables (toner) & Parts) - IT will manage, deliver, and install all consumables, excluding paper. Paper will continue to be supplied by P2.
- G. Service - End users shall obtain service for all office print devices by contacting the on-Post Ricoh printer technician. His office is located at the IT Help Desk and his direct number is 7678.
- H. New Device/New Install Approval Process/Acquisition Procedures - Requests for any new printers and copiers are processed by IT. IT will perform regular network scans of the office print environment to ensure that the program effectively has the appropriate equipment where needed.
- I. Network & Connectivity - Wherever possible, all devices will be connected to the VMI network to enable proactive management.
- J. Exception Management Process- Due to business needs and work processes, end users may submit a request for an exception. Similar to the Desktop Computer exception process, the user will need to detail why one of the Program Printers will not meet their needs. The exception request is subject to the user’s department head and requires IT approval.

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- K. Non-Ricoh printers - In cases where a Ricoh branded printer cannot handle special paper stock or other essential attributes, a HP printer maintained by Ricoh can be used.

Device Placement Guidelines

Device placement will be based on criteria including the population density of the area served and the functions of the departments in the areas.

The following are the general placement principles:

- End-users will not have to use stairs, pass into or out of a secure area, or pass through double doors to access their primary printer.
- The preferred user to device distance for a primary device should be less than approximately 30 paces where facility layout permits.
- Providing standard capabilities and placement is intended to minimize device moves required in response to individuals' moves.

Additional details of this program can be found at <http://www.vmi.edu/printprogram>.

FAX Services

Outbound faxes will be scanned on a nearby MFP and delivered to the intended recipient through a fax server. Inbound faxes will be collected by the fax server and delivered to the VMI Exchange/Outlook mail system. For every fax telephone number, an email account is created with the name "FAX.xxxx" where "xxxx" in the last four digits of the fax telephone number.

To maintain the same or better level of security, individuals will be granted permission to access fax mail accounts only where needed. In most cases, the departmental secretary will monitor the FAX in-box and forward the FAX to the intended recipient's email account. The FAX will then appear in the recipient's email inbox in the same way that email, meeting invites, and voice messages appear. This is more efficient than the traditional method of monitoring a physical FAX machine, retrieving paper FAXes and, hand delivering the paper to the final recipient or multiple recipients.

Others in the department can be granted varying degrees of access to the FAX account.

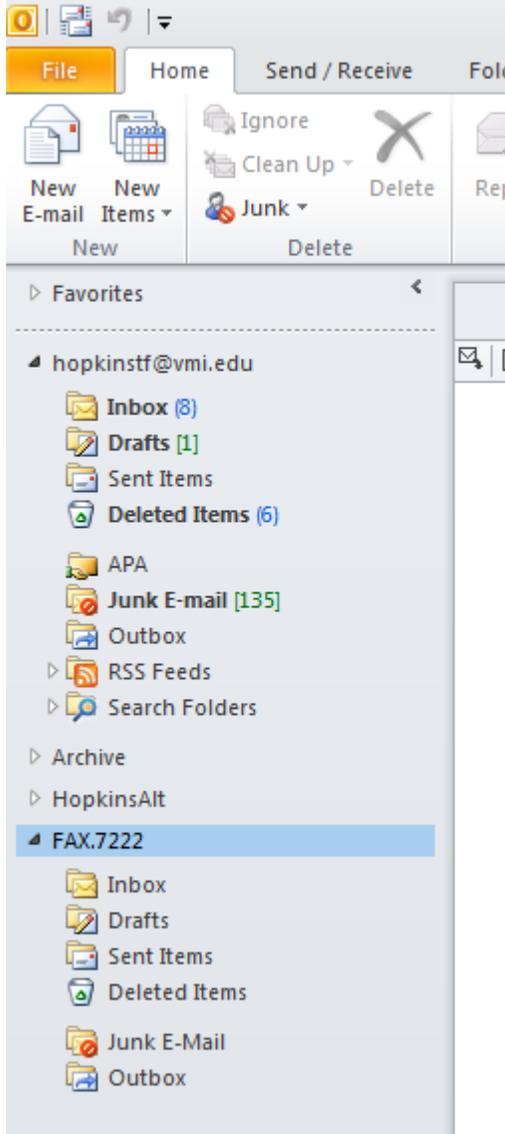
Because the FAX email account is virtual and not physical, additional secure accounts with each its own unique telephone number can be created as needed. There are a number of departments that share a FAX machine and FAX number. With this system, each department can have their own virtual FAX number. Another feature of this FAX system is when you have a document on your computer and need to FAX it out. Now,

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one must print the document and then run it through a FAX machine. The new system will allow you to FAX it out directly from your computer.

The following image is what a typical FAX account will look like in Outlook. This is the IT department's FAX whose telephone number is 540-464-7222.



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Cost recovery

For all Ricoh devices, individual departments will be billed monthly for printing only, based upon “click” volume. A “click” is the equivalent of an 8.5x11 printed image. For example: a three “page” document would generate three click counts and could be printed on two 8.5X11 sheets of paper (duplexed), or on three 8.5X11 sheets of paper (single side), or on one 11X17 sheet of paper. Classroom, lab, and shared production printers will be billed to the IT department.

InkJet printers are not included in this program and will not generate any clicks.

However, because of the exorbitant cost of InkJet ink, InkJet printing can cost 50% to 600% more than printing from one of the program laser printers. Users may keep their inkjet printers or choose to upgrade into the program. Typically the print volume from an inkjet printer is low and may never generate sufficient revenue to offset the capital cost of a laser printer under the program. Therefore, color inkjet printer upgrades will be charged a minimum of the equivalent of 250 clicks per month ($250 \times \$0.1180 = \29.50) and monochrome upgrades are 500 clicks per month ($500 \times \$0.0262 = \13.10). Any clicks generated beyond the monthly minimum will be charged at the normal click rate.

The “click” image charge is variable depending on the type of printing device:

Ricoh B&W Printer	\$0.0262
Ricoh B&W MFP	\$0.0207
Ricoh Color Printer, color images	\$0.1180
Ricoh Color Printer, B&W images	\$0.0262
Ricoh Color MFP, color images	\$0.0870
Ricoh Color MFP, B&W images	\$0.0207
HP Printers	Actual toner used

Note: On color printers, when the document is printed in color. Individual pages that have no color are charged at the B&W click rate and not the color rate.

When scanning documents, better results are achieved when the scan is done in color. There is no charge generated for scanning and/or FAXing.

All departments will retain their current printer/copier budgets for leasing and expendables which in most cases will be more than sufficient to cover the monthly “click” fee. In the few cases where this formula does not work, a budget adjustment may be required.

Where a Ricoh branded printer cannot handle special paper stock or other essential attributed, a HP printer maintained by Ricoh can be used. There are no click charges associated with this class of printer but, toner must be acquired through the Ricoh helpdesk.

Please address any questions to the IT Help Desk by sending email to [Help](#) or by calling extension 7678.