Managed Print Services

The Managed Print Services (MPS) initiative, also referred to as “printer consolidation,” is making progress towards achieving the university’s goal of standardizing and improving printer and copier use across campus. Please share this project update with others in your area.

Background

In 2013 RIT partnered with Xerox Corporation to provide multi-purpose devices (copiers with scanning and faxing capabilities) campus wide. Xerox provides a dedicated on-site representative to support installations and deliver immediate solutions to departments when problems occur. To date, 47 new Xerox multifunction devices have been installed across campus, resulting in efficiency gains summarized on the table below.

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Current Status</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard equipment</td>
<td>22 different manufacturers’ devices on campus</td>
<td>Only Xerox devices</td>
</tr>
<tr>
<td>Networked printers</td>
<td>70%</td>
<td>100%</td>
</tr>
<tr>
<td>Print volume tracking software</td>
<td>Used by 10% of the campus</td>
<td>100%</td>
</tr>
<tr>
<td>Customer service</td>
<td>Several methods</td>
<td>1 Xerox help desk number</td>
</tr>
<tr>
<td>Invoice payment process</td>
<td>Decentralized process to pay numerous suppliers</td>
<td>1 monthly invoice for lease and click charges processed centrally</td>
</tr>
<tr>
<td>Cost savings</td>
<td>Approximately $50,000 annually</td>
<td>An average of $500,000 annually at the end of 6 fiscal years</td>
</tr>
</tbody>
</table>

Other Project Information

- Devices removed:
  - personal printers: 32
  - copiers/multi-function devices: 21
  - networked printers: 31
  - fax/other: 7
- Building surveys/information collection:
  - completed: 41
  - remaining: 2
  - target completion: mid-October
- Departmental meetings:
  - completed: 10 buildings/40 floors/25% of campus
  - remaining: 30 buildings/70 floors/75% of campus
  - target completion: December 2014

Visit our web site; it has up-to-date information about the MPS initiative: http://www.rit.edu/fa/procurement/mps, or contact Eliotte Simpson, MPS Project Coordinator, at 475-2109 (elspur@rit.edu), to learn more.