

To: RIT Faculty, Staff and Students
From: Dr. William Destler, President
Date: June 18, 2014

Subject: Managed Print Services at RIT

Over the next 6-7 years, RIT will centralize the management of printers, copiers, scanners, and fax machines with one preferred supplier that specializes in document management. After working for over a year to gather data, test devices in various Finance & Administration departments to ensure compatibility with our network, enterprise software and data security, RIT has selected Xerox to implement our Managed Print Services MPS program. This university-wide initiative, known as MPS, is one of the most significant long-term cost-saving recommendations made by the productivity committees in 2012. The information in this message provides details about this important undertaking.

Why implement an MPS program at RIT?

RIT will gain efficiencies and cost savings by: 1) standardizing technology with one supplier; 2) significantly reducing the user-to-device ratio by eliminating desk-top printers and right-sizing other devices; 3) reducing the university's carbon footprint; and, 4) improving customer support and satisfaction.

Why did RIT select Xerox as its MPS partner?

RIT selected Xerox, a leader in this market, to implement the university's MPS program based on their experience and demonstrated success in the higher education sector. Xerox is well-positioned to assist us in achieving our productivity and efficiency goals over the long-term.

How will the MPS program affect my department?

Xerox will improve print services at RIT by: 1) ensuring that new devices are selected to meet the unique needs of each specific area; 2) providing a Xerox help desk dedicated to RIT as well as an on-site Xerox associate; 3) implementing an asset management system to coordinate printer/copier additions, transfers and disposals; 4) providing timely break/fix service management; 5) managing consumables; and, 6) delivering end-user training.

Where can I find out more about the MPS Program?

The [Procurement Services Office](#) (PSO) is managing this initiative. All Finance & Administration departments, some early adopters outside of F&A and my team on the seventh floor of Eastman Hall have participated in the first phase of the project. In the coming weeks, the project manager, Eliote Simpson, will communicate details about the project implementation. Please refer to the [MPS webpage](#) for additional details including a list of [frequently asked questions](#) or email to managedprint@rit.edu.