



Improve government processes with output assessments

Success at Department of Human Services: case study excerpt

With its Lexmark output infrastructure and solutions, DHS has achieved savings of nearly \$8 million since 2006, including more than \$4.1 million over five years by virtue of its smaller, consolidated fleet; \$3.4 million through productivity enhancements associated with its MFP-based custom applications and additional hardware avoidance; and \$239,000 saved annually through print avoidance with Lexmark Print Release. DHS now operates a single-vendor fleet of MFPs that is fully networked, centrally managed, and maintained under a single service agreement.

Government agencies at all levels are experiencing major changes in the way they work with information and documentation. Well-publicized cases of data breaches have highlighted paper documentation as an area of vulnerability for government agencies. Constituents and internal stakeholders alike are expecting less paper-based, time-consuming processes and more automation with faster response times. And many governments are facing specific mandates requiring electronic record keeping for all records. Lexmark Managed Print Services (MPS) can help agencies gain control of potential vulnerabilities with paper documents, help automate many processes providing higher levels of service to the government customers, and help agencies migrate to a more digital world.

Are you dealing with different vendors, support personnel, supplies, drivers and interfaces? The right MPS strategy includes a comprehensive assessment that outlines where vulnerabilities may lay and provides a solid blueprint for automating business processes and can reduce costs throughout your print environment.

The elements of a Lexmark MPS assessment

We've designed our comprehensive assessments to achieve a single objective—an MPS solution tailored to the specific needs of your agency that serves as a framework for continuous improvement as requirements and regulations change over time.

Define business goals

Lexmark MPS isn't a rigid one-size-fits-all solution. We've learned through years of experience that every organization has its own operational structures, process requirements and objectives. Lexmark can help you achieve all your MPS goals by together designing the solution with the proper endpoints in mind.

- ▶ Meet cost reduction goals
- ▶ Ensure security
- ▶ Modernize your technology infrastructure in order to better serve constituents
- ▶ Reduce reliance on paper documents and optimize business processes

Understand the current print environment

Effective MPS starts with aggregating data from four main sources.

First, we gather statistics about your print environment, such as the number and models of printers, fax machines and scanners, as well as the output volumes and maintenance costs for each. Quite often we find that individual agencies or field offices will have a stockpile of supplies for devices they no longer own.

Second, we work with the agency to look for network attached output devices using data-gathering tools. This can be done in multiple ways, depending on the sensitivity of the environment. In many cases, we will discover additional hardware not accounted for in standard inventory lists.

Third, assessment professionals will conduct a physical review of the environment. Our consultants will map the physical locations of each piece of hardware and monitor the effectiveness of business processes under real-world conditions.

Lexmark consultants have engaged with thousands of government agencies and understand each agency has its own mission critical elements. They look beyond the devices and floor plan and are mindful of the tasks performed in those locations to ensure that documents are never the bottleneck.

Finally, with a clear picture of the current print environment, we compare your maintenance and support costs to industry data compiled by independent research firms. The information helps planners determine an actual total cost of ownership (TCO) for each hardware component in the output infrastructure.

Identify opportunities for improvement

By aligning your specific agency's mission with the findings from our current state and TCO analysis, we'll create a tailored MPS plan that provides short-term cost savings as well as long-term agency value.

Flexibility is key

Simply imposing generic user to device ratios will yield disappointing results. The right ratios will vary by government agency and functions performed in a given area. We'll outline the precise infrastructure needed for your agency with special focus on those areas with problematic, paper-based processes, and areas where critical, unstructured (paper) information may be unsecured and not accessible electronically.

Pull it all together

Your MPS recommendation will include details on which types of devices and process improvement projects will deliver the highest returns. Once stakeholders agree on the new environment, a highly detailed project plan will be created in order to easily move the MPS solution from recommendation to implementation.

Let's get started

Wherever you are in your journey to a managed environment—just beginning to explore the idea or up for renewal with a current provider—Lexmark MPS assessments will make sure your next step is in exactly the right direction for your immediate savings and future success.

To learn more about our full managed print services offering, please visit Lexmark at www.lexmark.com/mps.

Experts in MPS for government

Consultant profile

- ▶ Experienced: 12+ years on average
- ▶ 80% with advanced degrees and certifications

6,000+ global engagements

- ▶ Infrastructure optimization
- ▶ Workflow and process improvement
- ▶ Industry specific solutions

Global government experience

- ▶ 1,300 government assessments
- ▶ 100+ government solutions installed worldwide
- ▶ Concentrating on administrative and field offices