

/ \$750k

In cost cutting by replacing single-function desktop printers with shared MFDs

Cost-Effective and Eco-Friendly

Manufacturer Spends Less, Reduces Paper and Improves Efficiency



A leading manufacturer was not achieving the cost-effectiveness and efficiency it wanted from its existing print/copy fleet, which totaled more than 900 standalone copiers and MFDs (multifunction devices that combine print/copy/fax/scan capabilities into one unit). The company tapped Canon Business Process Services to help create a more cost-effective, efficient and eco-friendly print/copy management program.

THE CHALLENGE

The manufacturer's print/copy operation, which included hundreds of standalone copiers and MFDs located in offices and plants throughout the country, was facing a number of challenges. This included the fact that many of the company's MFDs were not networked; the devices were functioning basically as standalone copiers. Consequently, company employees were unable to utilize the print, copy and scanning capabilities these machines offered.

Compounding these challenges was that a significant amount of redundant equipment was driving unnecessary costs. Un-networked MFDs were often located near standalone copiers, fax machines and scanners. Additionally, hundreds of the company's employees used standalone desktop printers. It was a common practice for many employees to print a document on their desktop printer, for example, and then walk over to a copier to make 20 copies.

These practices also raised costs, due to purchasing more print/copy supplies

than the company required, and lowering efficiency because employees were not utilizing the capabilities offered by a networked MFD environment. Additionally, the print/copy operation was putting extra stress on the company's IT department. Designated employees would monitor supplies and submit orders to the IT department, which was required to replenish toner, paper and other items.

THE SOLUTION

The manufacturer teamed with Canon Business Process Services to design a managed print services (MPS) program that would lower total cost of output and paper usage, reduce the space taken up by redundant equipment, benefit the environment and streamline the company's document management processes. This would include eliminating as many single-function desktop printers as possible and replacing them with shared MFDs.

The initial program, which was rolled out at five of the company's U.S. locations, cut costs by approximately \$750,000.

The MPS program eliminated many single-function desktop printers, replaced them with networked MFDs and helped cut costs.

The company plans to expand the program to more than 100 of its plants and offices within two years.

To date, Canon has networked an additional 1,000 MFDs and has worked with the manufacturer to retire hundreds of desktop printers and fax machines. These changes eliminated the purchase or lease cost as well as the maintenance and electrical expenses associated with these devices. Canon also created a print/copy help desk and implemented fleet monitoring tools to proactively manage service and supply requests as well as obtain real-time meter reads without needing to contact the client. Creating the help desk and eliminating redundant equipment removed the burden of managing print/copy supplies from the IT department and significantly reduced the number of devices the IT department manages.

The networked MFDs are significantly increasing efficiency and helping the company to meet its environmental goals. MFDs reduce paper usage by offering the ability to scan documents and print on both sides of the paper. MFDs

enhance printing security by authenticating users, who can enter their PIN (personal identification number) at the device before their documents are printed.

ABOUT CANON BUSINESS PROCESS SERVICES, INC.

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIO-Review magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.

THE RESULT

- + The initial program eliminated many single-function desktop printers, replaced them with shared MFDs and cut costs by approximately \$750,000.
- + To date, Canon has networked an additional 30% of the company's MFD fleet (approximately 1,000 machines), greatly increasing efficiency by enabling employees to leverage the machines' full range of print, copy, scan and fax capabilities.
- + The networked MFD environment has helped support the company's sustainability initiatives and increased printing security.
- + The new fleet monitoring program enables Canon to proactively manage service and supply requests as well as obtain real-time meter reads.
- + Creating the help desk and eliminating redundant equipment eased pressure off the IT department to manage the replenishment of print/copy supplies.