

OVERVIEW - Managed Print Services

Managed Print Services (MPS) is a process of studying an organization's total printing environment in order to be more conscious and purposeful about printing, to help save money and to boost productivity. By "printing," we mean the total cost of managing and optimizing all TPS printers, their output and the people and processes that support these devices. This includes:

- Pages produced by all TPS employees, as well as print operations at our centralized Print Center at the Education Service Center
- Office desktop printers, multifunction printers, copiers, scanners, fax machines, high-volume printers and Riso machines
- Materials sent out for quick printing, offset printing, mailing and distribution
- IT Service Desk support, technical service, maintenance, etc.; and
- Paper, ink, toner and other supplies and consumables

Why this is important to Tulsa Public Schools

- In analyzing just six TPS sites, Ricoh discovered that we have . . .
 - **511 devices** (copiers, multi-function devices, printers, scanners, faxes, etc.); of these devices, **127 (25%)** are **not in use**
 - **162 unique models** of devices
 - **240 types of supplies**, many of which are for devices that are broken, aging or obsolete;
 - **15 different brands** of devices
 - **33.8 percent** of our devices are **color-enabled**, however, color printing represents only 2.8% of our total printing
 - The **average age** of "**printers**" and associated technology is 6+ years old and very antiquated
- By consolidating the number and types of devices – and focusing *only* on those that meet our needs – we have an opportunity to streamline costs and be more efficient.
 - An **efficient public schools district** would typically have **8 to 10 employees per one device** (a ratio of 8:1 to 10:1). In the six sites studied, TPS has an employee-to-device ratio of 0.9:1, which means we have an overabundance of machines. All of these require supplies, electricity and technical support across a wide array of devices.
- Having a **standard printer fleet** can **lower the total cost of supplies** by centralizing the inventory of toner and ink and reducing the number of cartridges that are sitting on shelves. Open the cabinets at your own school – you will find a plethora of printer cartridges that were produced around the same time as the Dead Sea Scrolls.
- TPS is switching to a program in which we will pay a "per-click" charge for actual usage and will no longer have to spend thousands of dollars stockpiling supplies.
- The **cost-per-click charge** is **\$.0092** per impression for **black-and-white** copies, and **\$.05** per impression for **color**, when making copies at your site.

The Process

Over the coming months, we will be studying each site and working with the principal to consolidate and place Multi-Function Devices (MFD) strategically throughout the schools, within a reasonable walking distance.

- **Timeline:** this will be a two-year project, as the implementation is tied in to the availability of bond dollars; however, we will work as quickly as possible to get MPS implemented. While it might be possible to have the equipment in place faster, we wouldn't have time to do adequate training. So the process will be a gradual one.
- There will be **two primary MFD models**, one **black-and-white device** and another for **color**. This greatly simplifies tech support.
- These devices will all have the capability to **print, copy, scan, duplex, collate** and have **security options** when printing sensitive documents. Some will have fax capability.
- All Ricoh devices are based on the same "platform," so functionality on all devices will be the same throughout the district.
- For many jobs, it will be much more convenient to submit jobs through the Print Center, especially as we move to 48-hour delivery upon completion of a job.
- Ricoh will be responsible for providing, stocking and maintaining the multifunction devices at all TPS sites. (They will not be responsible for restocking paper).
- Ricoh will monitor and replenish toner, as needed at all sites.
- This change will not be immediate, but will be done in a strategic, managed fashion.

Potential Savings

- By making this change, we expect to save over **\$200,000 per month** or **\$2.4 M per year**. These savings and efficiencies can be reinvested throughout the district.
- **Energy costs** will likely be **one-fifth** of what they were previously. At the six sites we studied, the energy costs will go from \$519 per month to \$96 per month.
- Also, by making this change, we know it will help you save money.
 - In a recent survey of teachers and principals related to the district's technology needs, **60 percent** said **consumable items** related to classroom technology are "scarce"
 - **64 percent** of you said you **often pay out of your own pocket**.
 - By moving to this new platform, teachers will not be spending their own hard-earned dollars on printer toner for desktop printers.

Desktop printers are the *most* expensive devices to operate, even though they are the cheapest to acquire. Also, the support costs of managing and maintaining all of these individual machines – all with different print drivers – is extremely costly.

Note: We realize many of you have printers that were purchased by the PTA, donors or others. You may elect to keep these printers, but they cannot be network-attached to the TPS network. You may, however, attach them locally to your computer. The District will not be providing print drivers,

technical support or paying for the cost of materials related to these non-district provided printing devices.

Impact on School/Site Budgets

We understand that many school sites are accustomed to getting assistance from PTA or other partners that may not be reflected in their supply budget. To ease the budget pain for schools, we are going to provide a **one-time supplement of \$3.68 per student that will go toward “click” charges (and not toward supplies), and will be rolled into the initial cost of the equipment.** For example, if a school has 600 students, they will receive an additional \$2,208 to apply toward click charges. This may or may not take care of a schools’ budget variance, but is meant to be an “assist” for the first year of implementation. Schools may need to find additional dollars in their existing budgets to ensure click charge funds are accounted for in site budgets. Non-school sites will *not* receive these supplemental funds.

What This Means for Teachers/TPS Employees

- Printers will be strategically placed based on the needs of the teachers and at a reasonable distance from their work space. Principals will be involved in the placement of printers and teachers will have input into the decision that is made at their schools.
- Benefits:
 - Newer, faster devices with many more capabilities.
 - Standardized printing platform.
 - "Locked print": increased security for handling sensitive documents. Less waste because you print only what you need. How many times do we hit “print” and then discover an error in the document. Locked Print allows you to delete the item from the queue to save wasted printing.
 - Fewer kinds of toner and less waste.
 - Ability to scan and digitize documents – instead of printing and placing them in a storage cabinet.
 - Documents are deleted from local storage on the multifunction device after each print, copy, scan or fax job, to ensure information security.
 - TRAC Online digital storefront: there will be times when it will be faster and cheaper to have your documents printed by our centralized Print Center at the ESC.
 - This online service will automate printing and put it in your direct control.
 - Same-day job completion and delivery. We recently added a full-time courier to the print shop staff.
 - For large or small print jobs, this will make your life so much easier.
- **Printing will move away from being a “reactive” environment to one that is proactive.**
 - Machines will be monitored remotely, so when a device is in error, Ricoh will send a service technician out to fix it.

- Increased service levels – Ricoh guarantees a 4-hour response from the time the IT Service Desk is notified.
- Toner will be automatically shipped to a device when it's low. You won't need to worry about procuring one after it's lost the ability to print.
- **Default to Duplexing:**
 - Devices will be automatically configured to print “**double-sided.**”
 - TPS currently makes about 90 million print impressions per year. If we manage to eliminate just ¼ of this printing by defaulting to duplex printing, it would save the district about \$319,500 per year in an optimized state.
 - We realize there will be times when you need single-sided copies. Users will be able to go in and manually make this change to single-sided printing.
- **Default to Black-and-White Printing:** all printers, even color printers, will *default* to black-and-white printing. Users will need to manually change to “color” printing if color is necessary.
- Because we will be **monitoring printing volumes**, we will know if adjustments are needed or if we need to add printers in a given location.
- **Sites will continue to order paper from the TPS warehouse when needed**, and will be charged accordingly, as they have been in the past.
- Standardization of devices will make it easy if you move between buildings.

THE BOTTOM LINE: We're not asking you to print less.

We're asking you to print differently.