



T U L S A

PUBLIC SCHOOLS

**TO:** All TPS Employees

**FROM:** Chris Payne, Executive Director of Communications and Blaine Young, Director of Systems Architecture

**DATE:** June 24, 2013

**RE:** TPS Print Center and Managed Document Services

Effective July 1, you will notice some changes in the Print Center at the Education Service Center. As part of a year-long process, the district's printing infrastructure and usage was studied at the ESC and across more than 100 TPS sites. The study highlighted several opportunities for improvement and cost savings.

After an extensive RFP (request for proposal) process, Ricoh was selected as the vendor to partner with TPS to transform our printing operations. Changes will occur in the two phases listed below.

1) **Ricoh will assume management of the Print Center at ESC on July 1.** Ricoh will take over the day-to-day operations and management of the Print Center at the Education Service Center. The staff in the Print Center will be Ricoh employees working on behalf of TPS. You will notice some new faces and we hope you will take a few minutes to stop by and say hello. The attached brochure has a listing of Ricoh employees, their positions and contact information, as well as a full list of services.

The plan is to have a seamless transition with no difference in service levels beginning July 1. In fact, the plan is to increase service levels and drive even *more* business to the Print Center, as it is the district's most cost-effective printing option.

**PRINT CENTER**

**Phone: 918-746-6369**

**e-mail: [PrintCenter@tulsaschools.org](mailto:PrintCenter@tulsaschools.org)**

It will be "business as usual" in the first three weeks of operation, but shortly thereafter you will hear more about new features. If you experience any difficulties, please contact **Account Manager Mike Olsen** at **913-707-5823**.

**Pricing will remain consistent** with what you have experienced for the first year. Certain district-wide forms and business cards are available at no charge to your department. Departments that currently have a line item for printing will continue to be charged as normal.

There are some exciting changes ahead:

- **Daily courier runs:** Print Center staff will make regularly scheduled runs every day. So there will be no more waiting several days for a delivery.
- **24-hour turnaround** for *most* print jobs. (Larger, more extensive print jobs may require more time).
- **Online ordering system:** This will empower TPS employees to take control of their own work flow. Called "TRAC," this new system, once implemented, will centralize and automate the submission, tracking, monitoring and management of print requests. Usage of TRAC will require some training and it is expected TRAC will be rolled out in phases across the district.

Our thanks go out to our dedicated TPS staff who have served us so well these many years. We are thankful to all of them for their service and appreciate them greatly. With the exception of one employee who is retiring, all have found other positions with the district or are in discussions about open positions.

2) **Move to a Managed Document Services environment** at all TPS sites: In analyzing just six TPS sites, Ricoh discovered that we have . . .

- **511 devices** (copiers, multi-function devices, printers, scanners, faxes, etc.);
- **162 unique models** of devices;
- **240 types of supplies**, many of which are for devices that are broken, aging or obsolete;
- and **15 different brands** of devices.

Over the course of the coming months, we will be studying each site and working with the principal at each site to consolidate and place Multi-Function Devices (MFD) strategically throughout the schools. There will be two primary models, one black-and-white and another for color. These devices will all have the capability to print, copy, scan, fax, duplex, collate and have security options when printing sensitive documents. For many jobs, it will be much more convenient to place jobs through the Print Center, especially as we move to 24-hour service on many jobs.

This change will not be immediate, but will be done in a strategic, managed fashion. Ricoh will be responsible for providing, stocking and maintaining the copiers at all TPS sites. Ricoh will monitor and replenish toner, as needed at all sites.

In the coming weeks, we will be posting updates on a web page, including schedules for the rollout of TRAC online ordering and the schedule for deployment of the new devices at your site. Ricoh is committed to working closely with us to provide a solution that gives you everything you need, while helping the district to save dollars.

We expect you will have many questions, which will be answered in ongoing communications as we proceed through an extensive roll-out process. Answers to Frequently Asked Questions (FAQs) will be posted online, and you can expect on-site training related to the capabilities of the new machines and the TRAC online ordering process.

We appreciate your patience as we work through this transition. In the long run, we think you will be very pleased.

Thank you!