

Introduction to

aMPS

(AMTEK Managed Print Services)

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What is AMTEK Managed Print Services?

aMPS is a service we provide where we manage the complete operation of an organization's printer fleet - usually at a significant cost savings and greater efficiency.

It is common that organizations can quickly realize up to 30% hard cost savings in the general office printing environment from increased user-to-device ratios and newer, more efficient devices and supplies. To refrain from going after these potential savings risks missing out on what some have described as the "last frontier of unrecognized IT cost savings." (Source: InfoTrends – June 1, 2007)

aMPS - Ensuring that your end-users select the right printer for the right print job

What are some of the problems?



- Obsolete printers
- Expensive local attached printers
- Too much color being printed
- Too many printers
- Not enough high-volume, low cost devices
- Wasted toner inventory



Analysis of your print environment

- Understand the organization's printing philosophy
 - * Local attached printers allowed? Tolerated?
 - * Privacy concerns?
 - * Regulatory Issues?
 - * Print Center?
- Print device discovery
 - * Automation tools
 - * Network based
 - * Local attached
 - * Printer layout & floor Plan
 - * Interview key departmental personnel
- Monitor printing –between 14 and 30 days
 - * Network-based and/or local attached
 - * End user print behaviors
 - * Use of copiers and MFPs



TCO Analysis Report

- * Cost of printer repairs - Including parts
- * Cost of toner
- * Cost of maintenance kits
- * Breakdown to a "cost per page" basis

AMTEK



Office DEPOT.
Taking Care of Business



Example of a cost per page breakdown

B & W Laser Printer

Make and Model	Location	Age	Serial Number	Black Monthly Volume	Color Monthly Volume	Black Cost per Page	Color Cost per page	TCO	TCO Color
HP Color Laserjet 1500		80		5000	0	\$0.0458	\$0.0000	\$228.98	\$0.00
SUB TOTALS	Total Units	1	AVERAGES	5,000	0	\$0.0458	\$0.0000	\$228.98	\$0.00
			AGE AVERAGES	80 Months					

Color Laser Printer

Make and Model	Location	Age	Serial Number	Black Monthly Volume	Color Monthly Volume	Black Cost per Page	Color Cost per page	TCO	TCO Color
HP Color LaserJet 3500n		71		15000	3000	\$0.0623	\$0.6701	\$934.50	\$2,010.30
SUB TOTALS	Total Units	1	AVERAGES	15,000	3,000	\$0.0623	\$0.6701	\$934.50	\$2,010.30
			AGE AVERAGES	71 Months					

<u>Total Volume (Black)</u>	<u>Total Volume (Color)</u>	<u>Average Cost per Page BLACK</u>	<u>Average Cost per Page COLOR</u>	<u>Grand Total of BLACK TCO</u>	<u>Grand Total of COLOR TCO</u>	<u>Grand Total of ALL TCO</u>
20,000	3,000	\$0.0582	\$0.6701	\$1,163.48	\$2,010.30	\$3,173.78

Analysis

Design

Implementation

Management

Design of a efficient print strategy. The presentation of our aMPS proposal that includes:

- What we learned about..
 - * Local attached printers allowed? Tolerated?
 - * Privacy concerns?
 - * Regulatory Issues?
 - * Print center?
 - * Printer layout
- What we auto-discovered..
 - * Printer usage information
 - * End-user printing behavior
- Addressed through...
 - * Obsolescence of older inefficient printers
 - * Printer consolidation
 - * Creation of “Printing Behavior Rules”
- And includes...
 - * Complete maintenance
 - * All parts & labor
 - * Complete preventative Maintenance
 - * All parts & labor
 - * All Toner Cartridges
 - * Cost per page basis

Analysis

Design

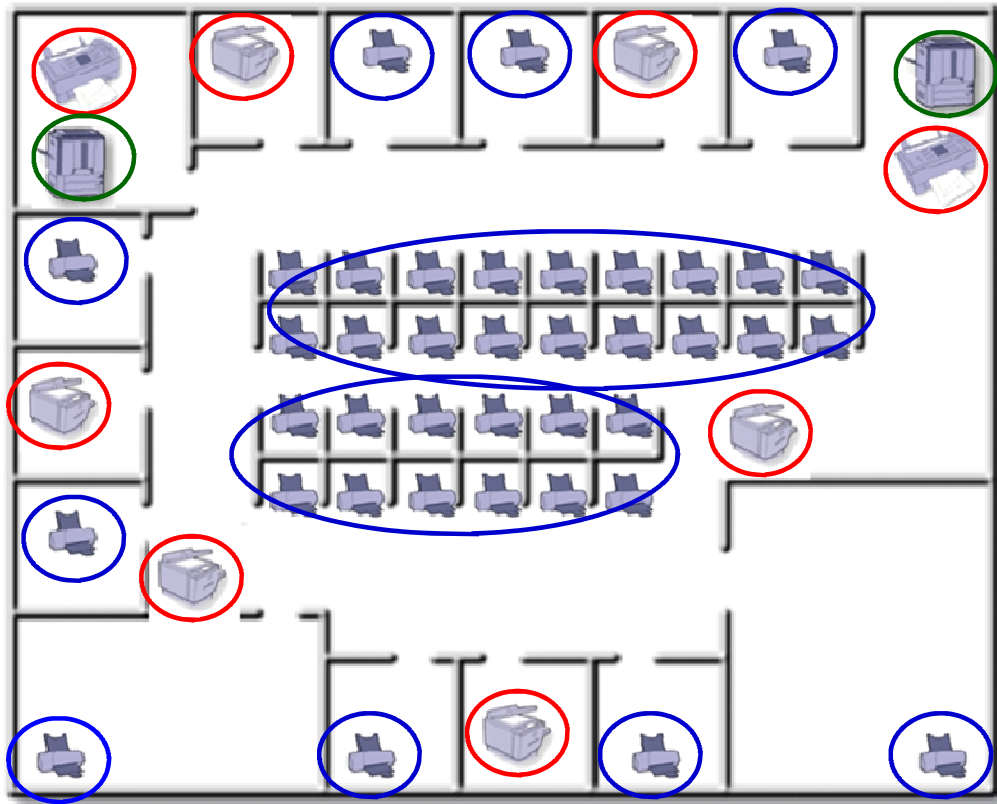
Implementation

Support

Creation of "Print Behavior Rules"

Least Cost Printing

- Under 3 pages
- Up to 20 pages
- Up to 100 pages



- Over 100 pages



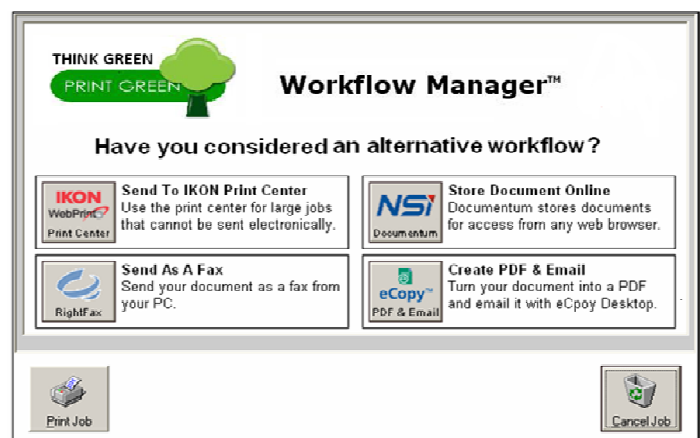
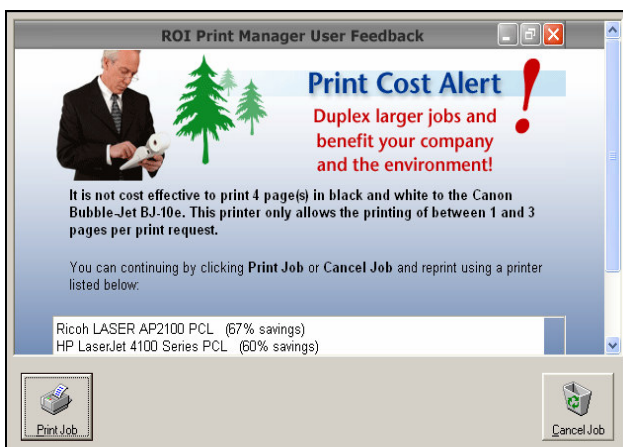
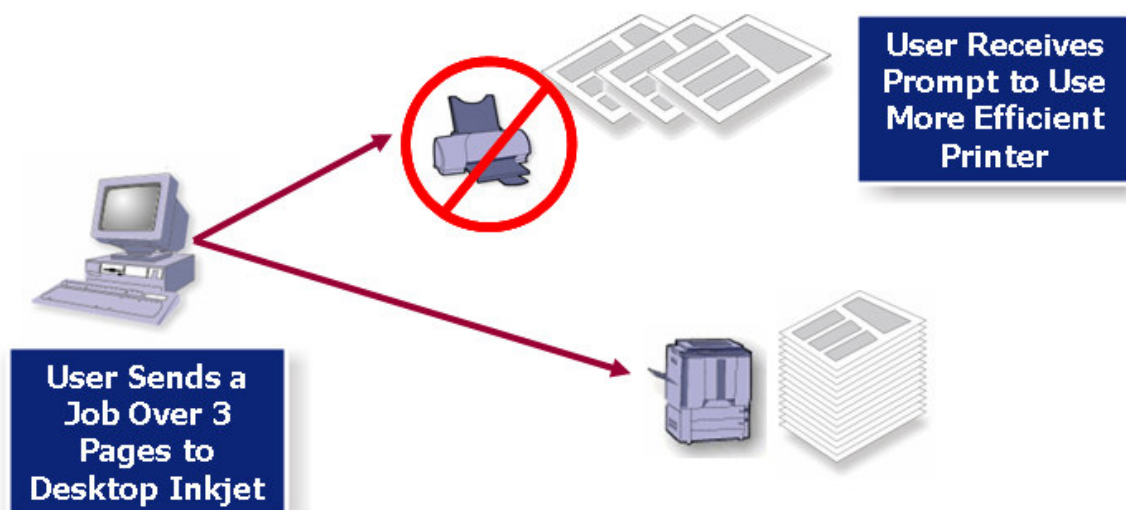
Assess

Design

Implement

Monitor

- Install print devices (Printers & MFPs)
- Enable monitoring software (Installed during assessment)
- Create End-User awareness materials
- Implement “Behavior Modification” software (Enforcement of print behavior rules)





- Remote printer monitoring
- Service alerts
- Low toner notifications
 - * Trigger drop shipment of toner supplies
- Printer service trends, i.e. constant paper jams could indicate wrong type of paper being used, or rollers need to be replaced
- Proactive printer maintenance
- Scheduled preventative maintenance
- On-going usage reports

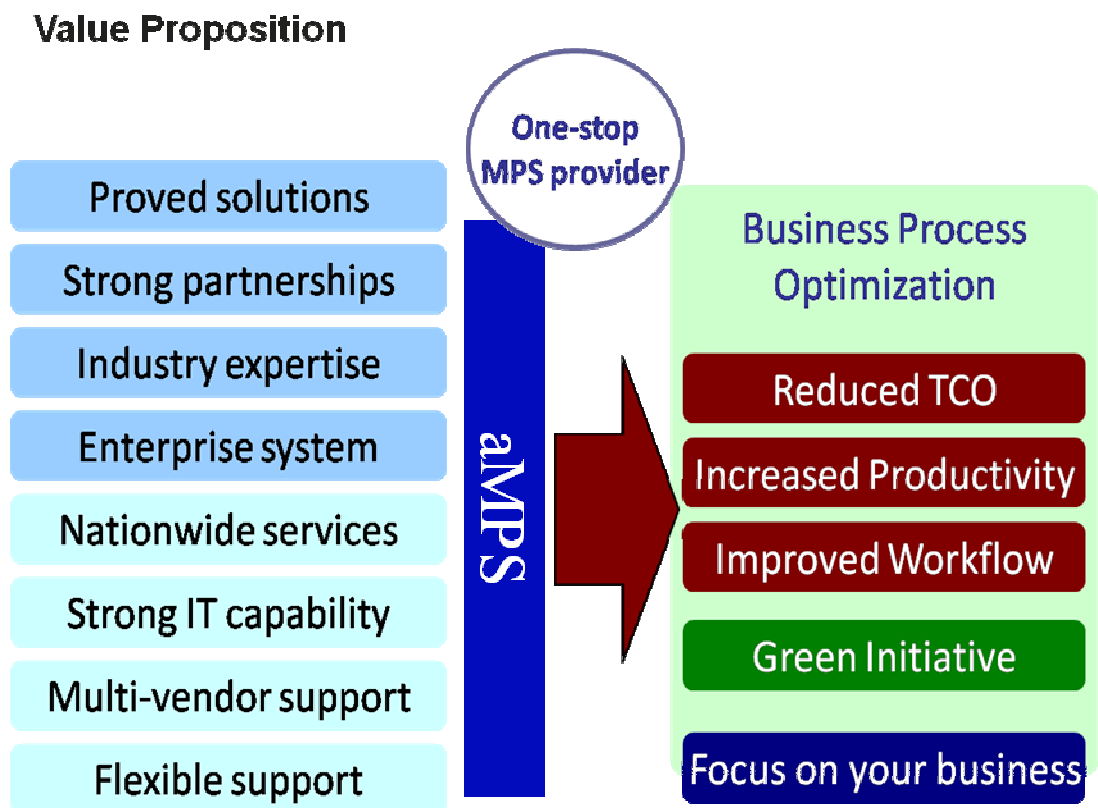
Most Expensive	Pages	Cost (B/W)	Cost (Color)	Cost (Total)
Top 10 Users				
valadef	12727	\$76.36	\$1,781.78	\$1,858.14
carrilv	830	\$16.59	\$0.14	\$16.73
velazqa	535	\$10.70	\$0.00	\$10.70
gonzalef	27	\$0.54	\$0.00	\$0.54
montiem	9	\$0.12	\$0.56	\$0.68
castilo	7	\$0.14	\$0.00	\$0.14
Top 10 Workstations				
impresion	12727	\$76.36	\$1,781.78	\$1,858.14
carrilv	830	\$16.59	\$0.14	\$16.73
velazqua	535	\$10.70	\$0.00	\$10.70
soptec01	9	\$0.12	\$0.56	\$0.68
helpdesk	27	\$0.54	\$0.00	\$0.54
migesa	7	\$0.14	\$0.00	\$0.14
Top 10 Printers				
Lexmark Optra Color 1200 (IP_10.205.4.53)	8995	\$53.97	\$1,259.30	\$1,313.27
Lexmark Optra Color 1200 (IP_10.205.4.79)	2409	\$14.45	\$337.26	\$351.71
Lexmark Optra Se 3455 (IP_10.205.4.52)	1401	\$28.02	\$0.00	\$28.02
Lexmark C750 (IP_10.205.4.51)	1328	\$7.97	\$185.92	\$193.89
Lexmark Optra Se 3455 PS (IP_10.205.4.70)	2	\$0.04	\$0.00	\$0.04

Departmental Users & Costs

Username	Pages	Cost (B/W)	Cost (Color)	Cost (Total)
tdickinson	353	\$0.00	\$99.88	\$99.88
mjnorton	2	\$0.04	\$0.00	\$0.04
sconnell	8	\$0.00	\$2.23	\$2.23
mmaroney	2	\$0.00	\$0.56	\$0.56
kwilkinson	345	\$3.20	\$0.00	\$3.20
sday	239	\$4.26	\$0.00	\$4.26
cbacon	7	\$0.12	\$0.00	\$0.12
shemsworth	998	\$8.01	\$0.00	\$8.01
ebritten	14	\$0.00	\$3.91	\$3.91
lmurray	328	\$5.93	\$0.00	\$5.93
dwoodburn	736	\$6.82	\$0.00	\$6.82

Are the "rules" being followed

		Jobs	Pages	Percentage Advice Rejected
internal/davem	Rules Broken	4	206	100.00 %
	Advice Ignored	4	206	
internal/dorinat	Rules Broken	2	33	100.00 %
	Advice Ignored	2	33	
internal/nancyd	Rules Broken	1	13	100.00 %
	Advice Ignored	1	13	
internal/alexre	Rules Broken	19	342	89.47 %
	Advice Ignored	17	314	
roderick	Rules Broken	13	183	69.23 %
	Advice Ignored	9	126	
internal/bobbyn	Rules Broken	0	0	0.00 %
	Advice Ignored	0	0	
internal/johnsu	Rules Broken	0	0	0.00 %
	Advice Ignored	0	0	



Next Steps

Print Assessment

- Determine network-based and local printers?
- Just network-based?

Local printer assessment also provides end-user behavior information

Requires an agent install