

# Managed Print 4 U

## Executive Overview

The increased costs of paper communications including, hardware, postage, labor and supplies are forcing organizations re-think how they procure, manage, service and more importantly reduce operational costs associated with print related infrastructure.

Executives and Business Owners are becoming concerned with the amount of money spent on supporting corporate printing related infrastructure. OMI provides consulting, software or a Managed Service for organizations looking for ways to reduce costs associated with the support of print infrastructures. OMI provides software or an outsourced service that provides organizations with activity based costing and management for all variables associated with print assets. Customers will know the what, when and where of asset activities at all times. This knowledge will ultimately translate into lower costs and better management of assets by: Reducing capital expenditure on new purchases of hardware; providing better utilization of current assets, supply and parts accountability; lower help desk support costs and providing critical business intelligence in an under managed expense area.

Today's responsible organizations are looking toward green initiatives to reduce the costs incurred by paper based processes and OMI is ready to assist with a tiered approach to managing corporate printing infrastructure and operations. OMI's tiered approach allows our customers and internal staff to transfer asset management gradually or immediately to our qualified experts.

## Highlights

- **Tier 1 - Baseline Asset Monitoring and Reporting**- OMI will monitor your printing infrastructure to provide device information such as: manufacturer, model, serial number, ip Address, mac address, page counts (b/w, color, fax scan), alert status, toner alerts and demographic data to location of device.
- **Tier 2- Contract Service Level Monitoring** - OMI will monitor and report on Service Levels currently contracted by your organization to Third party equipment vendors, service companies and consumable suppliers to ensure cost control metrics are put in place and adhered too. Monthly reporting provided to business managers for billing reconciliation or other areas concerning third party contractual agreements.
- **Tier 3-Supplies and Parts Management** - OMI has an extensive network of third party providers of consumables and parts. OMI will negotiate and manage ongoing ordering and fulfillment of consumables on behalf of the organization. OMI guarantees reduction costs associated in supplies and parts area year over year.
- **Tier 4- Outsourced Complete Process** - OMI will contract with the organization to manage the total process associated with the corporate printing infrastructure. This service includes Tier 1, Tier 2 & Tier 3 responsibilities in addition will provide servicing of infrastructure, help desk support and ongoing cost cutting initiatives defined by the organization.

## Value Proposition & Benefits

### Value Proposition

Printing is a day to day process in every organization, however most organizations do not value this area as strategic in nature nor see it as a competitive differentiator in the marketplace. Companies spend as much as 5-12% of revenues to procure, manage and support printing infrastructure. The nature of procuring supplies, parts and service is decentralized resulting in maverick acquisitions of new devices, supplies and service. Multiple manufacturers, suppliers and service vendors drive the cost of doing business up.

By contracting management duties surrounding corporate print infrastructures activities such as help desk, management, reporting and other operational processes to OMI, organizations can define objectives and contractually control costs. OMI provides a roadmap to allow our client to redirect wasteful spending to more strategic projects.

### Benefits

- **Establish Inventory Baselines** - OMI will provide the current state of print infrastructure as a starting point. This Baseline will drive the beginning of all cost management initiatives. Metrics will be documented at printer to employee ratios, Volume by Demographics, Supply & Service Metrics, SLA and Maintenance requirements.
- **Consolidation & Right Sizing** - OMI will provide a vendor consolidation recommendation based on TCO information obtained in the above baseline monitoring. This information is empirical & obtained from existing print infrastructure, which allows for identification of underutilized devices, over utilized devices, supply utilization, service effectiveness and maintenance costs across enterprise highlighting underperforming vendors or suppliers.
- **Service Level Monitoring** - OMI will provide monitoring of ongoing contracts with equipment manufacturers, supply vendors and service organizations to ensure contracts are being executed to the fullest. This will include overage agreements, cost per page monitoring,
- **Help Desk Integration or Outsourced Help Desk** - OMI can integrate our monitoring and service into clients existing help desk support process or completely outsource this aspect of our clients business. Twenty five to forty percent of all help desk calls are print related. OMI can reduce client operational cost by reducing labor and personnel expenses by taking this function over as part of the service. Our proactive monitoring and deliverables allow OMI to guarantee cost reductions and fewer calls to internal help desks.
- **Cost Management**- OMI agrees to cost reduction objectives at the beginning of a client engagement. These objectives are reviewed monthly, quarterly and annually throughout the duration of our partnership. Clients will receive greater cost savings as they move up the Tier as it pertains to how much of the process OMI manages on behalf of the client.
- **Strategic Partnership**- OMI's core business model is to reduce paper based processes. Our practices are set up to provide consulting, software, integration and management in the paper lifecycle. This approach allows your organization to meet operational cost reduction initiatives across different areas including, hardware, supplies, labor and other business process improvements associated with paper based applications.