PRINTING OR SPENDING TOO MUCH?

OFFICE PRINT POLICY

The Swenson Group
People · Passion · Purpose

Is your office printing out of control?

You can Print Less and Spend Less

At The Swenson Group we specialize in document technology solutions that put you in control of your print related volumes and costs. The experience we've gained serving over 20,000 customers has provided us with tremendous insight you can leverage to Print Less and Spend less in your office.

In this guide, you'll see the shocking office printing stats and facts that support the need for organizations of all sizes to develop an EPP (Employee Print Policy). The absence some form of print rules or user restrictions fosters avoidable waste and expense and this guide will help you with ideas and solutions you can implement right away.

Despite the forecasts predicting a "paperless office" on the horizon, most organizations are still heavily reliant upon paper documents to perform core business functions. In fact, according to recent studies presented by our partners at Ricoh, roughly 40% of all business processes still require hardcopy documents. To support the delay in digital documents completely replacing paper documents, paper producers are predicting a global downturn in demand of only 1-3% through 2020.

In the meantime, chances are you too need a plan to manage your office print environment and that's what this guide is all about.

> **"40%**
> of all business processes still require hardcopy documents **"**
>
> **- Ricoh**

Here are some preliminary questions we ask our clients looking to Print Less and Spend Less.

- Do you currently have a print policy?
- Do you know exactly how many printers you have throughout your organization?
- Do you know how much you are spending on office printing every month?
- Have you recently completed a print assessment?
- Do you have an effective recycling program for empty print cartridges and paper?

If you answered NO or you were not sure about your answer to any of questions above, chances are you are likely printing and spending more than you need to. Often clients that need assistance answering the questions will engage a TSG representative to perform our complimentary print assessment to help them better understand their current state.

> "**90%** of companies don't know how many printers they have or how much they spend on print."
> **- Gartner**
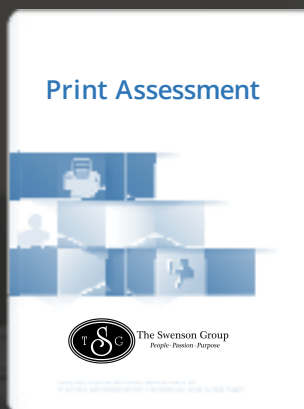
What is a Print Assessment?

Print Assessment

A non-intrusive process that includes deploying a simple software application to collect fact based data on an organizations current print devices, volumes and costs. Gaining insight into the current state allows people to quickly identify opportunities to print less, spend less and improve document related workflows that boost employee productivity.

Shocking Office Printing Stats and Facts

If you think your office is the only one with room for improvement, here are some recent industry stats and facts that highlight the inefficiencies happening in most offices right now.

90% of companies don't know how many printers they have or how much they spend on print.

Office Print is typically the third highest business operating expense behind rent and payroll.

Did You Know?

A typical automobile gas tank filled with ink jet liquid toner would cost over **$35,000** to fill

It costs approximately **$225** per year in energy costs to power a small office copier or MFP.

70% of used print cartridges are not recycled creating landfill that takes hundreds of years to decompose.

The typical office worker prints **10,000** pages per year at an average annual cost of **$725.**

The average life span of a printed document is less than **5 minutes.**

What is an Employee Print Policy?

An Employee Print Policy is a set of understood "guidelines" or "rules" followed by an engaged office worker. Some print policies are loosely managed and others include specific directives on what a person can print, how much they can print and on which print device.

37 to 41% of print related expenses avoid formal procurement approval.

40-60% of IT help desk calls are print related.

4:1 is the ratio of prints made for every copy.

17% of printed documents are never used.

Can you relate to some of these points in your office?

Why has office printing evolved to an uncontrolled state?

Depending on your age, you may remember the days when the office copier was the only paper producing piece of office equipment in the office. This of course was before the computer which gave rise to the office printer with an ink jet or a laser print engine. With more devices capable of producing hardcopy information in an "unmanaged" print environment, it's easy to see why print volumes and costs can become an issue.

Common Office Printing Challenges

Fractured Ownership (IT vs Purchasing)
Who owns the overall print strategy in your office? In many cases, the Purchasing Department buys or leases the copiers and the IT department buys the printers and supplies?
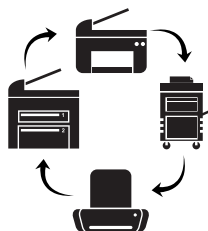
Uncontrolled Color Printing
due to the high cost of printing in color vs black and white, many organizations wrestle with keeping costs down when a page printed in color costs 5 to 10 times the cost to print the same page in black and white.

Low Cost Visibility
with no means of tracking your print usage across all devices, it becomes extremely difficult to know how much you're actually spending on office printing.

No User Restrictions
essentially anyone with a mouse can make a buying decision each time they print in black and white or color. Despite the fact that most companies have placed restrictions on employee use of mobile phones, gasoline expenses or use of courier services, office printing often lacks rules for employees to follow.

Unpredictable Budgets
the cost of often printing often rivals other operating costs such as utilities and comunications which tend to be more predicable because there are better controls and methods to gain expense visibility.

Redundant Devices
do you have more print capable devices than you really need? Most offices fail to unplug or replace single function devices with multifunction devices causing them to spend more on maintenance, energy, consumables and office space.

Multiple Invoices
most offices receive different print related invoices from a variety of print related vendors. Each invoice requires processing and payment which can be avoided by streamlining your imaging relationship to one vendor.

Expensive Supplies
the high cost of print consumables makes the toner inventory in the typical supplies cabinet worth more than you may think. Managing a variety of different print devices also creates the need for expensive inventory and waste that is avoidable under a managed print program.

What is Managed Print Services?

Our exclusive Managed Print programs provide everything you need to remove the burden of print from your high value workers. Professional on-site and remote service support keep your systems up and running. Improved usage and cost visibility create the opportunity for predictable budgeting and a greener print strategy.

Business Outcomes:

- ✓ **Cost Savings**
- ✓ **Predictable Budgeting**
- ✓ **Improved Uptime**
- ✓ **Waste Reduction**
- ✓ **Reduced IT Burden**
- ✓ **Recycling Opportunities**

Practical Ideas to Print Less and Spend Less

To get you started, here are some easy to implement, field proven ideas you can use to impact your print volumes and costs.

☑ **Re-set print driver default settings**
Set print drivers to print two sided and black and white as standard defaults.

☑ **Print color only when necessary**
Color should not to be used for internal documents.

☑ **Avoid printing emails when possible**
Emails are the #1 culprit of avoidable waste.

☑ **Print multiple images on one page**
Reduce paper consumption and cost for presentations, reports, etc.

☑ **Reduce the font size before printing text documents**
Include more text on a page to reduce avoidable waste.

☑ **Send larger print jobs to a larger print device(s)**
Get your jobs completed faster and improve the reliability of smaller devices.

☑ **Use digital documents when possible**
Avoid printing by scanning, storing and sharing digital documents.

☑ **Turn devices off at the end of the day**
Power down to save energy during evenings and weekends.

☑ **Recycle used print cartridges**
Place used print cartridges in their original packaging for recycling.

Need help? Let's start with a print assessment.

Sometimes it's best to get all the facts first to determine the most effective print strategy.

Print assessments provide business leaders with immediate insight into their organizations' actual printing behaviors, volumes and costs with nominal effort. Newer monitoring software technology makes the process very easy to monitor print devices and capture data over a predetermined period of time. The data collected is used to create a fact-based report of findings to evaluate an organization's current state and identify possible opportunities to reduce costs, boost employee productivity and reduce avoidable waste.

TSG's Fact-based Reporting Includes:

- **Inventory of all Print Devices** – Networked and offline   devices
- **Usage by Device** – Black and white, and color print volumes
- **Actual Print Costs** – By page, by device and overall
- **User Activities** – By department or end user level
- **Energy Consumption** – For all hard copy devices
- **Recycling Practices** – Used cartridge disposal

Upon review of the findings, business leaders are able to make educated decisions on short-term and long-term opportunities that may include benchmarking against similar organizations.

Three popular print assessment opportunities

1. The One Day Print Assessment: Let us give you a snapshot of what your current printing volumes in less than 24 hours! We'll come to your facility before work hours to collect meter reads on your print devices and do the same at the end of the day. You'll receive a snapshot of your current print volumes and costs to identify immediate opportunities to save or improve.

2. Complimentary Print Assessment Service: Our most popular service! You get access to our print monitoring software which automatically collects fact based data on your actual print volumes and costs. You'll receive a detailed report of our findings so you can make an educated decision on specific opportunities for your business. Most organizations identify opportunities to save up to 30% from this exercise alone.

3. Professional Services: For larger organizations that may have multiple locations or an international footprint, we suggest a more strategic approach to collecting and analyzing a client's data on a larger scale. You benefit from our industry specific experience with benchmarking metrics and proven best practices to achieve your business objectives.

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The Swenson Group is an award winning, privately owned Managed Service Provider that provides IT services, document management and office equipment at a low predictable monthly expense.