

ARC MPS KEEPS IT SIMPLE AND COST- EFFECTIVE



Take Control with MPS

Minding Your Spending:

Taking a Comprehensive Approach to Print Saves up to 30% of Costs

If your company doesn't plan for all of its fixed costs, it's losing. But many firms are not tracking their print and IT spending and their bottom lines are suffering because of it.

While most company leaders know the business world is now virtual, not as many are taking advantage of this new era by gaining the savings through a modern approach to their printing. Firms taking a comprehensive approach to this spending can save substantial employee work hours, reduce print costs, and increase revenue on leased equipment. But to remain competitive, companies must plan for those savings.

Organizing Costs

Use of email, computer apps and tablets in the workplace has sped past old school paper use. In the rush to embrace various time-saving technologies, many firms are forgetting to streamline services that are already in use. Among those overlooked services, print is the last great area of uncontrolled costs. The potential savings in this area are huge, since the typical company spends 1 percent to 3 percent of its annual revenues on print costs, according to Gartner.

Despite such a large amount of money being spent on print, often a company has uncontrolled print-related spending, because no single employee is overseeing that spending. Complicating matters is the fact that in many instances, spending for print services and equipment is being handled by different people and different departments in a company. Often there is no overall plan for how these services and equipment are used.

An out of control print fleet amounts to unaccountable printing with no regard for cost. It also means

use of consumables becomes unmanageable and that procurement of paper, toner and the like is handled by multiple sources. Such a proliferation of bills related to printing can overload a company's accounts payable department. Printers on every desk, fax machines, small format and large format copiers mean a firm's printing and energy costs skyrocket. An effective Managed Print Services plan can save a firm up to 30 percent of its "fixed" printing-related costs.

Managed Print Services optimizes the use, output and organization of a company's printed documents. MPS accounts for a company's print needs and use, including analyzing how a firm's printer, copier and MFP fleet is used and operating. This accounting determines how whether some of the equipment and services therein can be upgraded, downsized, or removed altogether and replaced.

"The challenge is figuring out the client company's current methods," said Kelvin Winters, a Managed Print Services Subject Matter Expert for ARC. "We do a walk-through, look at their leases, talk to their IT people, and see how much money in equipment and printing supplies is on their shelves."

With a true MPS approach, a company can create a scalable monitored print infrastructure that provides ongoing savings. This approach is managed through an MPS vendor providing onsite services, off-site services, and virtual services. ARC Document Solutions provides all of these services and tools objectively, unlike printer manufacturers turned MPS providers.

Print Manufacturers Operate with a Conflict of Interest

ARC is agnostic when it comes to leasing, selling, and servicing hardware; it's not tied to any single manu-

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facturer, providing clients access to all the top equipment brands at the best value. Because ARC is not tied to an equipment manufacturer the focus is placed on finding the appropriate hardware for each client regardless of brand.

MPS Lessens the Load On Budget and IT

Clients who hire ARC for MPS always see immediate savings from using less supplies, replacing outdated equipment leases with updated leases and newer machines, and better contracts for printing software and maintenance. Indirect savings stem from less IT employee hours focused on print and lowered IT equipment, overhead, and electricity costs. Customers hire ARC to see such savings, but not only for that reason.

“When I engaged ARC, I was looking to remove a world of printing and plotting complexity. They are actually a technology integration team,” said Joseph Joseph, managing director, BIM and CAD Technologies, for SAIC Energy, Environment & Infrastructure. “It brought us out of the printing business and let us concentrate on design and construction.”

5 Areas of Focus for Creating Winning MPS

The key to creating a successful MPS plan lies in evaluating and upgrading five areas: printing fleet utilization; cost management; service management; supplier management; and consumables management.

- **Fleet Utilization** means creating the right equipment fleet for a business's needs. This could involve right-sizing the fleet, by adding or reducing its size.
- **Cost Management** involves machine consolidations, like MFPs and workgroup printers.

- **Consumables Management** means minimizing the time and money spent on paper and toner—rather than spending money on printing with several companies using one company provides immediate savings. Automatic notification auto-alerts employees when more toner is needed for a printer. With ARC's managed print services approach, a company has no direct inventory costs, since it is billed on usage of such items as toner and paper.

- **Service Management** is a way to create a more efficient plan for a company's printing equipment maintenance.

- **Supplier Management and Service Management** are inextricably tied together, and are seamlessly tied with ARC's managed print services approach. Using such an approach, a firm can achieve savings by doing production printing rather than convenience printing, where printing is done without a plan. This could mean outsourcing some print jobs.

Having an effective MPS strategy results in a higher employee-to-machine ratio (fewer employees doing a printer's work), and easy access to cutting edge technology with flexible leases that are tailor-made for upgrades. It means a reduction in consumables like paper, toner and electricity. It brings a decreased need for IT support; fewer print-related vendors; responsive, proactive support

from the MPS vendor; predictable monthly print expenses and no capital expenses. With such an MPS approach as offered by ARC, a company can lease or buy technology provided by any printing or copier equipment manufacturer.

The Right Vendor

Firms come to ARC because of its reputation as an



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— Kenneth B. Young
Senior Vice-president and
Chief Information Officer for HOK

expert in handling construction documents and cost savings.

“When we chose ARC as a vendor we had a number of goals. First, we were trying to consolidate our vendor management—the whole service delivery layer of, how do we partner up with a firm and deliver these services around the world,” said Kenneth B. Young, Senior Vice-president, Chief Information Officer for HOK. “The second thing is the technology. The technology of the output devices and services provided in the background all needed to be of cutting-edge quality. Third was cost consolidation and efficiencies around that. The fourth element was sustainability—we firmly believe in ecological sensitivity as a business, and we needed a partner that could deliver products and services in that same regard. The fifth element was we were looking for a tech partner—a firm that could leverage document management and those other services as we continue to evaluate our business.”

Hiring ARC to bring clarity to HOK’s print methods was a big advantage for the firm. Young described the situation with print there, prior to ARC, as “a Tower of Babel.”

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ARC clients often see savings in print services quickly after hiring the firm for MPS, Winters said.

“Manufacturers will sell you as much equipment as possible, on long leases. You’re never free of the lease until it’s complete. But ARC provides equipment that can be upgraded or downgraded if the company grows or shrinks. They’re never tied to a lease,” Winters said.

With a full accounting of printing methods in a firm, ARC’s experts can offer firm savings through virtual solutions. Outsourced printing jobs also save employees time and companies money by providing better, faster equipment at a better price than competitors. ARC’s agnostic approach sets it apart from other MPS vendors, who have a vested interest in customers purchasing from a particular equipment manufacturer. ARC can serve customers without those limitations.

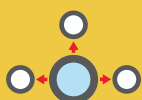
“How can Xerox help you reduce your print output when it’s their business strategy to sell you as much of it as they can?” said Kelly Mitchell, National Director of Managed Print Services for ARC Document Solutions.

“Our goal, and how we make money, is to reduce your spending. Our basic practices will save on your spending by 10 to 30 percent. What makes us different than other vendors is that we help you control your print costs, while getting you what you need at the lowest possible price.”



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Only ARC can provide all of the following 5 features of true MPS.



Fleet Utilization



Just-in-time Consumables Management



Cost Management



Proactive Service Management



Supplier Management