

WHITE PAPER: MANAGED PRINT SERVICES: HOW TO SAVE UP TO 60% ON MONTHLY PRINTING COSTS IN 7 STEPS



Printing and document management are a huge cost for today's companies, especially medium and large-sized organizations with hundreds of users in different places. Research by Gartner shows that most organizations spend around 3% of their annual revenue on printing.

This translates to hundreds of thousands or even millions of dollars spent by companies every year on things like buying printers and scanners, office supplies, managing and storing documents, etc. Managed print services is an effective solution for reducing your investment in printing supplies and tasks. A successful managed print services program can lead to massive savings on printing and related costs

What is managed print services?

Gartner defines managed print services as a set of services offered by an external provider to reduce overhead and improve the efficiency of document output and management.

Practically speaking, managed print services includes things like:

- Evaluation and analysis of current methods of printing and document management
- Selection and purchase of the necessary printers, copiers, scanners, fax machines and other related hardware
- Staffing to provide the necessary personnel for printing and document management
- Purchasing and installation of toner, ink cartridges, paper, and other related printing supplies
- Installation of enterprise-wide software to manage and track access to printing hardware

- Tracking and monitoring of printing and related activity to maintain efficiency
- Training and support resources to help educate employees on how to use printers and related equipment

These are just a few examples of what can be provided by a managed print services vendor – since the service is a unique one designed around the specific needs of the individual client, no two managed print services engagements will look exactly the same.

Today's complex and dynamic businesses are increasingly turning to managed print services to handle their printing and document management. In May 2016, global market intelligence firm IDC reported year-over-year growth of managed print services contracts as high as 41% in some parts of the world.

What's lead to the rapid growth of these arrangements? Several factors.

Why use managed print services?

The biggest benefit of managed print services is the cost savings. With the right contract offered by a capable vendor, companies can drastically lower their printing expenses. According to IDC research, companies that outsource their printing and document management to a third-party save an average of 30% on printing costs. In document-intensive industries – healthcare, law, and higher education to name a few – savings are often higher.

ABC Imaging has had managed print services engagements that have seen clients **reduce their monthly printing and document management overhead by 60%**.

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Besides cost savings, other benefits of managed print services include:

- Internal staff no longer has to spend time placing recurring orders of toner, ink cartridges and other supplies
- Fewer staff is needed to repair and manage printers
- Improved document security, which is especially important if your company handles sensitive materials
- Better visibility about how your organization is using printers and printing resources
- Increased sustainability achieved by the use of less paper and printing supplies

The 7 Steps to ABC Imaging's Managed Print Services

ABC Imaging has been providing managed print services to clients all over the world for two decades. Besides the standard elements of a managed print services engagement, ABC Imaging also provides administrative support like mail delivery, reception services, and conference room management.

Our approach to managed print services is broken down into 7 steps:

1. **Analyze** your printing and office support needs.
During this stage we take a survey of your site, your current devices, how they are being used, and how much you spend on each printing activity based on volume. We present this information in a comprehensive spreadsheet for you to review.
2. **Propose** how ABC Imaging can fulfill your needs.
Based on our experience and observations during step one, we create a comprehensive proposal that suggests how you can save money and gain efficiencies on your printing.
3. **Plan** how to implement the services. During this stage we check on your current printing arrangements and see what it will take to change them. We look at what is required to install the

necessary new equipment and how best to remove old equipment. We then present our plan for the implementation and management of your new printing services.

4. **Install** equipment and services without interrupting your operations. ABC Imaging prides itself on raising the bar during managed print services installation. Our installers are fast, professional and courteous. We address every single detail of your managed print services installation, from mailroom millwork to painting the walls.
5. **Support** users with training, documentation and our help desk. Our training is customized based on the equipment we install and what you'll be doing with it. From high-end graphics copiers to large format printers, our support staff will ensure your team knows how to use every function necessary. After installation, we make it easy for you to contact our support team if you have any questions or issues.
6. **Review** equipment and service with quarterly business reports, or QBRs. At each QBR meeting we provide an in-depth overview of your printing and document management that tracks every device and what was printed on it, supplies used, equipment uptime, and more. These metrics are all organized by specific projects or initiatives.
7. **Adjust** service including upgrading technology. We take a close look at service tickets, uptime, and hardware performance to determine which devices are working well and which devices, if any, could potentially be upgraded. We discuss our observations with your key managers and decision makers at QBR meetings to agree on a solution that improves your printing and document management going forward.

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Our results

ABC Imaging's clients achieve a drastic reduction in the amount of time, money and resources that they spend on printing and related tasks. We aren't just a vendor: we create strategic partnerships with our clients that allow them to spend more time focused on leading their business to success.

For a free consultation on managed print services, click below:

Free Consultation

About ABC Imaging

ABC Imaging—delivering total print solutions for quality-conscious clients.

For over 30 years, ABC Imaging has offered customized print solutions and document management services to several market sectors around the globe. With an array of services including managed printing, 3D modeling, digital blueprinting and more, we are a one-stop shop for your print solutions.

On all projects, no matter how large or small, our motto is: "**Impress Every Client, Every Time.**"

Contact us for more information on Managed Print Services.

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