Managed Print Services

Bring costs under control

Companies are looking towards managed print services as a means of bringing runaway document output costs back under control.

GET CONTROL OF PRINT COSTS

SAVE UP TO 30% OF OFFICE COSTS

South African companies are increasingly looking towards managed print services as a means of bringing runaway document output costs back under control. By opting for managed print services with a strong partner such as Itec Distribution, some companies are enjoying savings of up to 30% of running costs in their office automation environments.

Greg Locke, product marketing manager at Itec Distribution, says that companies are under pressure to focus on their core competencies and reduce costs in a tough economic climate. Since print costs can run as high as 3% of total revenue in certain enterprises (Gartner research), saving money on printing can have a big impact on the bottom line.

WHAT IS A MANAGED PRINT SERVICE?

SERVICE, SUPPORT AND SUPPLIES SORTED

In a managed print service model, a service provider takes full responsibility for a company's entire print infrastructure, including all services, support, and supplies. The process that Itec follows can be divided into three phases:

1. Itec conducts an in-depth assessment of the client's print environment, seeking a complete understanding of the volume of documents flowing through an organisation and the costs associated with printing, sharing and updating them, resulting in setting the benchmark outlining what the current situation is.

2. The second phase is about implementing a strategy that will reduce print costs. Companies could either choose to outsource the entire printer fleet to Itec or manage the environment themselves. In the second scenario, the company would implement print management software, printer consolidation and other tactics with Itec's support to reduce costs.

3. Thirdly, companies need to monitor the print costs and volumes on an ongoing basis to ensure they are achieving the expected benefits.

YOU DO YOUR BUSINESS
WE'LL DO OURS - FOR YOU

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a product of

DOCUMENT MANAGEMENT SERVICES

Managed Print Services
Help companies bring costs under control

THE BENEFITS OF MANAGED PRINT SERVICES

REDUCE WASTE, CONSOLIDATE RESOURCES

Cost-savings are a major benefit of managed print services, says Locke.

The managed services provider should be able to reduce and manage costs of document output on the client's behalf – and guarantee cost-savings with a predictable per-page cost.

The service provider may help the client to stop users from wasting consumables, or suggest consolidating and centralising printers, scanners, fax machines and other output devices. Managed service providers can help their clients reduce printing costs by looking at their existing print fleets and replacing ageing equipment where appropriate.

By opting for managed print services, companies can also free themselves from the time and expense it takes to manage print services and use these resources for their core businesses instead. Printer downtime accounts for an estimated to 30% to 40% of all helpdesk calls in the average enterprise and can be a massive drain on both end-user and IT department productivity. Managed print services companies take this headache off clients' hands.

Companies can also avoid sinking their capital into printer hardware since they can buy print services on a monthly basis

WHY ITEC?

Itec is the one of the largest office automation solution providers in South Africa with 47 regional offices and an international presence stretching to the United Kingdom.

"Itec's consultative approach helps us to design intelligent solutions. We provide organisations with the expertise to make a fully informed business decision - focused on minimal expenditure and maximum return on investment," says Locke. "We have the solutions and services that can make a real difference to the operation of our clients' print infrastructures."

For example, Itec's Sentry automates the reporting of many common service and maintenance issues by document output devices (including printers, copiers, and MFPs) at customer sites so Itec can manage its customers' print infrastructure in a proactive manner. Print Director, meanwhile, is an enterprise system that tracks, audits and controls all printing and photocopying on a network.

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