Managed Print Services FAQ's

PrintSmart@lists.clemson.edu • 864-656-0202

Updated: May 2017

1. What is Managed Print Services (MPS)?

Clemson University selected Ricoh to provide Managed Print Services (MPS) for the entire University. In the past, we have had to utilize multiple vendors in order to fulfill Clemson's network and desktop printing needs, making the management of these devices and services challenging and not always the most cost effective choice for the University. Pursuant to a Clemson University contract awarded via the State of South Carolina Managed Print Services, for the next 5 years, Ricoh will be managing the service, consumable supplies and devices for the entire University.

The MPS program offers a significant overall cost and energy savings to the University. These savings, along with the opportunity to introduce new technology while significantly reducing our carbon footprint, prompted Clemson in moving forward with Ricoh as the MPS vendor.

With the MPS program, Clemson will be able to utilize Ricoh's technology and expertise to reduce hard costs, provide a stable and consistent support system, and reduce the use of non-renewable resources. These initiatives are consistent with the university's goal to reduce energy consumption 20% by 2020 relative to the fiscal year 2000 baseline and striving to achieve net neutrality of emissions by 2030.

2. What is Print Smart?

Print Smart is a branding campaign for the Managed Print Services Program at Clemson to bring campus- wide, consciousness and excitement to document creation, output and distribution practices at Clemson University.

3. What does the Managed Print Services program include?

Manage Print Services include:
- Equipment including multi-functional devices (MFPs/MFDs) and printers
- Supplies, including staples. <u>Paper is not included</u>
- Preventive maintenance and parts
- Guaranteed service level response times
- Detailed account usage and simplified billing process
- Single contract for increased efficiency in managing contract terms and conditions

4. How does the MPS program benefit Clemson University?

The MPS program benefits users in multiple ways.

- **On-site, Proactive Service and Support:** Ricoh has on-site staff located at the Dillard building, equipped to handle any printer related issue that may arise. The Ricoh monitoring technology allows the Print Smart team to view issues with networked devices, such as low toner or service codes (based on manufacturers' parameters). By intercepting the issue early, Ricoh can dispatch a first responder to provide service, rather than waiting on a call from the user to report a problem with the device. If for some reason, Ricoh is not able to fix the problem, they will call a service technician to address your issue.

- **Reduce Overall Output Costs:** Printing is one of the most overlooked and unmanaged expense within organizations. It is also one of the most costly. The MPS program will help the University continue driving down costs for printing by using Ricoh technology. During these challenging financial times, it is imperative for Clemson to adopt cost saving measures. Cost savings realized from your participation in the MPS Program are retained at the department level.

- **Increase Productivity:** Many users either have devices that are underutilized and cost too much or are over-utilized and need constant service. The MPS program works to "right-size" the devices to ensure you have the proper equipment, with the proper features, to do the job in the most cost-effective and efficient way.

- **Security:** Users are concerned about confidentiality when they print. The Ricoh devices have the ability to print securely. With the locked print feature enabled, your job can be retained in the print queue until you swipe your Tiger One Card or, at the device keyboard, enter the same username and password you use to access your email.

- **Sustainability:** The MPS Program will assist in advancing Clemson's environmental and sustainability initiatives through the elimination of equipment that consumes high levels of energy and installing energy efficient print devices. Equipment default settings may be set to reduce energy consumption and minimize paper usage. These are very important benefits that coincide with Clemson University's plan to achieve net neutrality of emissions by 2030.

5. What type of equipment is included in the MPS program?

- Clemson-owned printers and multi-function devices
- Clemson- leased Ricoh printers and multi-function devices

Exclusion: Devices leased from third-party vendors (such as: Konica-Minolta, Kyocera) will not be inventoried / tagged and are not considered a part of the MPS program.

6. Does my equipment have to be networked to be in the MPS program?

No, both networked and locally-connected devices are included in the MPS program. However, you are encouraged to have all print devices networked to save costs and increase efficiencies of use.

PrintSmart@lists.clemson.edu • 864-656-0202

Updated: May 2017

7. What happens if a department's output requirements change?

If a department notices a substantial change in output needs such as volume, number of users, application changes, etc., **please call the Print Smart team at 864-656-0202**. Ricoh will re-evaluate the needs of the department and make appropriate equipment adjustments.

PROGRAM ENROLLMENT

8. How do I get a print device added to the MPS program? What if we no longer need a print device?

Please call the Print Smart team at 864-656-0202 and Ricoh will gather details necessary to add or remove a print device. If it is a new device, Ricoh will place a tag on the device that will provide the number to call when service or supplies are needed. This tag will also include a unique 8-digit number that you will use going forward when placing those calls.

9. What criteria are used to determine the department's equipment needs?

When placing hardware, Ricoh considers multiple factors to ensure the satisfaction of all users. Although monthly volume is a major consideration, they will also evaluate other needs such as: speed, quality, finishing capabilities, ease-of-use, and paper handling capacity. Ricoh will also review the department's need to print from special applications to ensure that the appropriate device is specified.

10. What does the departmental assessment include? How will I know when they are coming to my area?

A Ricoh analyst will contact you to determine the best time to conduct the assessment. You can also reach out directly to the Print Smart team at 864-656-0202 to schedule the assessment time that works best for your schedule. The analyst will work with a Clemson escort through the area to insure required access to all offices / areas.

It's an easy two-step process:
1. ASSESSMENT: Based on the data collected during the past five years, Ricoh will utilize print management technology to optimize the print environment and provide a comprehensive report of devices, utilization, and operational costs per device.
2. RECOMMENDATION: Based upon the current print inventory and assessment, Ricoh will provide alternatives for document print flow to maximize productivity and increase cost savings. This phase involves business process optimization. Ricoh will be working with each department to analyze current business processes to enhance productivity and efficiency.

11. I have security and compliance requirements. Will I lose those features?

All security and compliance requirements will be noted during the assessment and factored into the final recommendation.

EQUIPMENT AND TRAINING

12. Will equipment be removed from the department?

In a continuing assessment of Clemson's current printing environment, several areas of improvement were identified. Findings in the initial review revealed Clemson's current fleet includes: too much equipment, the wrong type of equipment, and redundant layers of equipment. With this in mind, cost savings and workflow productivity enhancements can be achieved by skillfully balancing the ratio of equipment to users and matching equipment needs more effectively to the user base throughout the campus. Each department assessment will take into consideration the current printing environment and recommend cost savings and efficiency opportunities within the assessment proposal.

13. What if my department doesn't agree or understand the assessment proposal and wants to retain or add additional equipment?

Based on the thorough assessment, you will be presented with the options that best fit your specific, departmental requirements. If your department has alternative suggestions or comments to compliment the assessment findings and proposed solution, your representative may send an e-mail to the Print Smart project team at: PrintSmart@lists.clemson.edu to discuss options and request clarification.

14. What is the order and billing process after Ricoh presents me with a proposal for a leased multi-function device?

Please note that the MPS Program has two parts. The first part is your annual lease payment that you are required to pay in advance each year up to a five-year period. Current leased MFDs are leased through Ontario Investments and will continue to be through the life of that contract. New orders are placed with Presidio Technology Capital and is for your lease payment ONLY. The second part is your service and supplies. Your service and supplies come directly from Ricoh and are billed based on a cost per copy. See details below.

- Notify Ricoh via email **PrintSmart@lists.clemson.edu** of your desire to place an order.
- New equipment should deliver within 14 business days.
- Sign the Ricoh Trial Agreement
- This is Ricoh's method to get equipment moving to your location. Mike Nebesky, Clemson Director of Procurement, has approved this process.
- Establish a purchase order in buyWays by creating a purchase requisition (note: this requisition is for the lease payment only – no services or supplies)
  - Select the Ricoh MFD Request under Clemson Forms
  - Select Presidio Technology Capital as the leasing vendor
  - Enter the make/model number of the MFD for the description
  - Enter your annual lease payment for the Proposed Option that you have

selected (this amount should be for 1 year only)
- Attach the Ricoh .pdf quote under "Internal Attachments" for future reference
- After completion of the purchase requisition in buyWays, a purchase order will be generated to Presidio Technology Capital for the lease payment only. This PO requires receiving and invoicing for the device's annual lease payment

- Service will be billed/invoiced separately on a monthly basis outside of buyWays for cost per copy (similar to the Bulk Mail Services billing)
- Training from a qualified Ricoh representative will occur the next business day after delivery and installation or at some other time you desire
- New device will deliver within 14 business days

- **Billing:** New, multifunction devices are leased from Presidio Technology Capital and billed annually. Detailed monthly billing reports for actual prints / copies made will be accessible on the "P" drive (similar to how you are billed by Campus Mail Services). You only pay for the cost per impression for actual usage. **All billing questions can be directed to the Service Delivery Manager, Wes Harvell at 864-656-0202.**

15. Will departments have to buy new equipment after we enroll in the program?

Although your existing equipment may be replaced with leased equipment from Ricoh, departments will not have to buy new equipment. All service, maintenance and supplies (excluding paper) are included in the managed print services program. However, if your printer is determined non-repairable and a used like-device is not available for a replacement, a new printer will need to be purchased by the department.

16. What happens to the current leased equipment?

The current Ontario leased Ricoh MFD will be allowed to expire. The Print Smart team will contact you near lease expiration to discuss your needs for a replacement device.

17. I just bought new equipment. What should I do?

Once your department is a part of the Print Smart Program and you purchase new equipment, that device will be tagged immediately upon install and all benefits of the program will be applied. Ricoh will assess the equipment and determine the best process to implement cost savings measures.

18. Will training be provided if I receive new equipment?

Ricoh will provide on-site training for all devices placed under the Managed Print Services Program. If there are additional questions after your initial training, please feel free to contact the Print Smart team at: PrintSmart@lists.clemson.edu to schedule additional training. Quick reference guides, tips and tricks and additional information will be available under the "Downloads Section" and are available for download at: https://www.clemson.edu/campus-

life/campus-services/print-smart.

SERVICE AND SUPPLIES

19. Who should I contact for equipment service?

If you need service for your tagged printer / multifunction device:
- **Submit a support ticket via this link: https://ithelp.clemson.edu/MRcgi/MRentrancePage.pl**
- **Or, call the IT Help Desk at: 864-656-3494**
- **Or, send an email to: ITHELP@clemson.edu.**

Provide the following information:
- **Ricoh ID number and device model**
- **Brief description of the problem you are experiencing with the device**
- **Your location and contact information.**

Service issues will be escalated to the PRINT SMART support specialists who will promptly respond to the request.

20. I have a print device in my department that is not yet a part of the MPS program and my equipment needs servicing. Who should I contact?

Contact the Print Smart team at 864-656-0202 so the device can be added to the program and be serviced.

21. What will the Ricoh's response time be?

Once contacted, Ricoh will provide a two (2) hour average response time. A Print Smart team member will provide a call to your area over the phone or in person to your area to diagnose the service issue.

Ricoh will provide a four (4) hour average restoration time from the point of the call. Ricoh will ensure that you have the ability to print / copy your documents through redirection or resolution.

Ricoh will provide an eight (8) hour average up-time on your device, or provide a replacement in your immediate area.

22. Who should I contact for supplies?

As part of the Managed Print Services Program, Ricoh is your "one-stop shop" for all toner and print supplies (not including paper).
If you need to place a toner or supply order for your tagged printer / multifunction device, follow these steps:
- Call the PRINT SMART TEAM at: 864-656-0202; or send an email to: PrintSmart@lists.clemson.edu
- Provide the Ricoh ID number and device model
- Provide your location and contact information
- You can also place an order online at: http://www.clemson.edu/campus-life/campus-services/print-smart/toner-order-form.html

PrintSmart@lists.clemson.edu • 864-656-0202

Updated: May 2017

Not included:

- Paper is currently <u>not included</u> in the PRINT SMART program. Therefore, continue to follow your current process for ordering paper.
- If your printer or multi-function device is under contract with any vendor other than Ricoh, continue to follow the current process for ordering toner and supplies, until your contract expires.

Toner will be delivered by a PRINT SMART team member as follows:

- On the CU main campus - next business day
- Outside of the main CU campus - 2 business days

23. Are departments required to purchase extra supplies? Will departments be responsible for ordering, installing and tracking supplies?

No. You will not be required to purchase any supplies. Ricoh will order, install and track all supplies associated with print devices that are a part of the program. All operational costs are included in the Managed Print Services Program.

24. Will a printer owned by the university and located in a person's home be covered by the Print Smart program?

Yes. The printer can be home-based with toner and break/fix coverage.

You will need to provide a current configuration page from the printer to be entered into the program.

- The printer must be brought to the Dillard Building to be tagged.
- All toner will be distributed from the Dillard Building by appointment only. A current configuration page from the tagged printer must be presented. If you are not sure how to print a configuration page, please call the **Print Smart Team 864-656-0202** or email us printsmart@lists.clemson.edu.
- The end user will bring their printer to the Dillard Building for all maintenance needs.
- Home-based printers will be billed on a bi-yearly basis. The end user will be responsible for reporting all usage.

PROGRAM EXCLUSIONS

25. Are the student lab printers included in the MPS program?

No. Paw Prints will continue to be handled by CCIT.

26. Who do I contact for additional questions or information?

If the answer to your question is not available here, please contact the Print Smart team as follows: Email: PrintSmart@lists.clemson.edu
PRINT SMART direct line: **864-656-0202**
On-site hours (Dillard Building): Monday – Friday, 8:00AM – 5:00PM

27. What about plotters and dot-matrix printers?

Plotters and dot-matrix printers are currently excluded from this contract. Users are to utilize their p-card to purchase ink, toner, or other supplies for these devices as required. Please contact Clemson Procurement if you need assistance or would like help setting up a contract for your specific supplies. If during future monitoring of toner/ink spend, you are questioned about your purchases, please provide information on your device and reference this FAQ confirming your device is exempt from the MPS program.