Welcome

Managed Print Services (MPS)

Print Anytime.
Print Anywhere.
Print Anything.
Print Smart.
Study Findings – Campus Print

• Total of 3,453 Printers on Campus
• 2,665 local printers with 788 Networked Desktop Printers
• 478 Different Printer Models
• 350 Models have a quantity of 3 or less
• Clemson 1.3:1 Knowledge worker to device ratio
• Gartner defines “good” as 7:1 knowledge worker to device ratio
• Printer Fleet 42.87 million pages per year
Typical in many departments to find leftover toner that no longer fits an existing print device.
The RICOH Cat Burglars...
RELAX...

We aren’t going to take your printer!!!
Talking Points ......

What is “Print Smart”?  

What is “Managed Print Services (MPS)” ?

How does MPS benefit Clemson University?

How does MPS benefit my area?

How will the MPS program work?
Print Smart - Think Twice • Print Smart is a branding campaign for the Managed Print Services Program to bring campus-wide, conscientious awareness and excitement to document creation, output and distribution practices at Clemson University.
What is “Managed Print Services (MPS)”? 

Step 1—Manage environment

• The MPS program includes services and solutions focused on managing print devices, while maximizing performance and output.

• Perform Device Inventory & Print Assessment
• Manage Supplies and Service
• Provide Management Reports
• One invoice (department / user detail)
What is “Managed Print Services (MPS)”?

Step 2—Optimize infrastructure

• Consultative, on-site services help you place the right print devices, in optimized locations to ensure appropriate print volume for each device, at the lowest possible cost.

• Optimization Assessment
• Lifecycle Management
• Balanced Deployment
• Consolidation
• Green Strategy
What is “Managed Print Services (MPS)”?

Step 3—Improve workflow

- Solutions and technology are implemented that increase efficiencies in document management processes and practices.
- Develop Smart Print Practices
- Improve Work Flow Processes
- Optimize Staff Time
How does MPS benefit Clemson University?

• Provides **on-site, proactive service and support** with guaranteed response times

• Reduces overall output costs by a projected 20%.

• **Simplifies billing**, with detailed reporting capabilities

• Increases productivity by rationalizing / optimizing devices to meet complex and changing user requirements

• Enhances document **security** by authentication

• Advances environmental and **sustainability initiatives**
How will the MPS program work?

It’s as easy as .... 1,2,3!

1. INVENTORY AND TAGGING: Once you are on the MPS rollout schedule, a Ricoh analyst will contact you to schedule the best time to conduct the device inventory (tagging) and assessment. The analyst will work with a Clemson escort through the area to insure required access to all offices / areas.

The Ricoh assessment teams will schedule visits with each department to present the MPS program details, inventory and tag devices. The purpose of this activity is to determine where each multi-functional device (MFD) is located and schedule Ricoh replacements for those machines that have an expired or near-term expiring contract. The Print Smart program team will inventory and tag the following devices in your area:

- Clemson-owned printers and multifunction devices
- Clemson-leased (from Ricoh / IKON) printers and multi-function devices
- Any un-opened toner for Clemson-owned devices - Ricoh will provide you with a toner credit receipt with your first invoice, and place the un-opened, tagged toner at the mail stop for retrieval by a mail services team member.

   The device tag will have a new service and supply phone number to call. Once the tag is placed on the device, it becomes a part of the PRINT SMART program.

NOTE A. - Devices leased from third-party vendors (such as: Konica-Minolta, Kyocera) will not be inventoried or tagged.
NOTE B. - During the inventory / tagging process, a Clemson TSP will install / upgrade the iPrint software client on the user’s workstation.

2. ASSESSMENT: Based on the data collected during the inventory process, Ricoh will utilize print management technology to optimize the print environment and provide a comprehensive report of devices, utilization, and operational costs per device.

3. RECOMMENDATION: Based upon the 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.
Device Tag & Leave-Behinds

Device Tag

Service Incidents:
864-656-3494 or ITHelp@clemson.edu
Toner & Supplies: 864-656-0202
12765000

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Toner Log / Receipt

New MFD Quick Reference Signage

Our new website will be operational in the near future or Call a Print Smart team member at: 864-656-0202

Day One – Leave Behind Quick Reference Guide
Software Utilization

1. **iPrint** will be deployed as the universal printing standard for Clemson University

2. **Print monitoring & reporting tools**
   a. **Equitrac** (must have iPrint installed) – monitors, captures and reports utilization at the user level on network connected devices
      
      Single sign-on (via new Tiger One Card) provides:
      - Accountability for all copies made (user / departmental level reporting)
      - One-touch “scan to me”
      - Future mobile printing on ramp
      - Follow-me printing – secure printing of confidential documents (only released when ID cards are swiped)
   b. **FM Audit** - Ricoh’s audit tool that captures utilization on all network connected devices
   c. **PCS Director** - monitors, captures and reports prints on non-network connected devices

3. **Consolidated Billing Reports** are produced using this software
Consider This...
To Date...All Departments Have Chosen iPrint

Managed Print – Future
• iPrint
  – Departmental and User-Level Print Tracking
  – Share print charges between department or across grants.
  – Secure Print
  – Auto Update of Print Drivers
  – One-touch “Scan to Me”
  – On-ramp to Future Technology
    • Mobile and “Follow Me Print”

Unmanaged Print – Current
• Direct IP Print
  – Device-level print tracking

No additional cost associated with iPrint!
Path Forward...

Discuss Print Smart Rollout Plan ...

Agree on roles and responsibilities:

✓ Ricoh
✓ Clemson

Set date for Tagging
Print Services Soft Opening
Full Service Print Shop

• Copying and Printing
  – Black and White
  – Color

• Scanning and Imaging of Critical Documents

• Wide Format Color Banners and Posters

• Finishing Services
  – Booklet Binding
  – GBC Coiling and Comb Binding, etc.