



THE UNIVERSITY of NORTH CAROLINA
GREENSBORO

MEMORANDUM

TO: Faculty and Staff

FROM: Trace Little, Director of Materials Management
Chris Roys, Enterprise Projects Officer

DATE: March 27, 2014

SUBJECT: UNCG Managed Print Services

Thank you for your questions and comments regarding the Managed Print Services (MPS) memo that was distributed on March 11, 2014. As promised, we have attempted to answer questions below regarding the MPS program with Systel. In addition, we will be conducting two open sessions with Systel representatives to follow up on questions or concerns you may have. These dates and locations are:

April 3 at 10am in the Kirkland Room (EUC), and April 10th at 1pm in Stone 186

The following information addresses questions we have received. This document will be available at <http://purchasing.uncg.edu/> and updated periodically:

Centralized Printing

Many of the concerns we received revolved around the word “centralized”. Most departments already have a central copier/printer. We have selected one vendor, Systel, as our vendor for new network printers and multi-function printers (MFP) under the MPS program. Most of the network printers and MFP devices provided by Systel will be at the same location as your existing, centralized copier/printer. Based on printing needs and potential cost savings, Systel may make recommendations on moving some locations of these devices, but this decision to move will be made by the departments or divisions involved.

Desktop printers

Another one of the biggest concerns centers around the use of desktop printers. Desktop printers are the least cost efficient and sustainable printing options on the market. Many desktop printers cost 8 to 15 cents per page to print vs less than 2 cents under MPS. While we strongly recommend each department consider the cost savings from eliminating most, if not all, of these printers in their areas, we realize that this may not be practical in every situation. Therefore, after the potential savings assessment has been completed, departments that believe they have desktop printing needs that can't be met through the MPS program may request an exception from Purchasing.

Purchases

UNCG will no longer purchase or lease network or multi-function printers as these will be provided and owned by Systel and the departments will be charged on a cost per print basis. Specialty printers such as large format, photo, graphic, design, etc. are not included in MPS and can still be purchased through

eMarketplace. If in question, please check with our Systel rep to see if they have a product that will meet your needs. Desktop printers may also be purchased if the department has received an exception after the potential savings assessment. In addition, departments can still order toner and ink and service agreements for all existing equipment not in the MPS program.

Monthly Billing of MPS

Each department will provide Systel with the name of the individual who's pcard will be charged each month for the print per page charges. Systel will send the individual a detailed invoice of the charges each month for that department.

Process Expectations

Systel will conduct a campus wide survey of printing beginning April 7th and this process will take approximately 6 to 8 weeks. Individual department potential savings assessments will be conducted after that initial campus wide print survey. Departments with immediate needs may be implemented earlier or provided with a loaner device from the Systel.

Following your Departmental Cost Savings Assessment, Systel will make a recommendation based on their findings and analysis; device placement is a collaborative process where productivity and cost savings are the primary objectives.

MPS FAQs

- 1. Departments often depend upon year-end savings allocated by deans to purchase printers, copiers, paper, toner and other print supplies for the upcoming year. As a result, some departments do not currently budget these expenses, whereas under MPS, they will have to pay these costs as part of the per-print charges. How will we now pay-per-print on a monthly basis without a designated budget for it?**

This is a challenge for some departments and deans. Unutilized funds originally designated for other purposes become available as the year goes on and can be easily reallocated by Fund managers throughout the year. Fund managers for departments that move to MPS will be faced with managing this throughout the year, rather than at year-end. But the end result will still be an overall lower cost for copy/print. When the Departmental Cost Savings Assessment is provided, departments/deans who are not able to determine a way to manage their Funds so that they can benefit from the savings from MPS could first seek advice from their divisional budget contact, and if further help is needed, look to the office of Financial Planning and Budgets for advice (<http://fsv.uncg.edu/budgets/index.html>).

- 2. How does the MPS program support UNCG's environmental and sustainability initiatives?**
- 3. What is included in the program? What type of equipment will be provided in the MPS program?**

Managed Print Services includes equipment, supplies (excluding paper), preventive maintenance, parts and repair, software, guaranteed service level response times, detailed account usage, department billing and installation and training. Systel and the MPS team will collaborate with the department to determine the types, models, and quantities of equipment from the results of the on-site assessment. The program includes several standard models of multifunctional devices, selected to meet the varied needs of the campus.

- 4. Does my equipment have to be networked to be in the MPS program?**
No, although most of the MPS equipment will be networked for reporting and billing, it is not a requirement.
- 5. What happens if a department's output changes?**
If there is a substantial change in output needs such as volume, number of users, application changes, etc., Systel will consult with the department to re-evaluate their needs and may make appropriate equipment adjustments.
- 6. Am I required to participate in the MPS program?**
The program is an enterprise-wide initiative supported by University leaders. The University's goal is to have full participation from campus departments wherever practical and possible. The Departmental Cost Savings Assessment will provide departments with recommendations that will result in savings if implemented. Then, armed with that knowledge, it will be up to each department or division to determine their appropriate level of participation at this time.
- 7. Will Faxing or Scanning be charged just as a print is charged under MPS?**
Scanning and outgoing faxing will not be charged under the MPS program. Inbound faxes that are set up to print are charged per page print and fax confirmations are also charged if printed. Inbound fax and confirmations can be set to be sent to an email or folder to avoid these charges.
- 8. Will our department receive a credit for toner or equipment replaced by Systel?**
You may elect to receive a trade-in allowance for existing equipment and unopened unexpired toner that will be applied to your cost per print billing. UNCG is applying for a blanket approval from State Surplus to allow this trade-in.
- 9. Is the equipment provided by Systel energy star certified?**
Yes, all equipment provided by Systel is energy star certified.
- 10. How much can we expect to save?**
This will vary by department. Some departments that have very old equipment or are doing a lot of printing on desktops that elect to move everything to MPS could save as much as 30% to 50% in printing cost. For those of you who have recently purchased large printers and have a large supply of toner, it may not make sense to change to MPS equipment at this time. That is why we elected to provide a phased in approach to MPS. The projected cost savings will be determined during the department assessment for the department's consideration.
- 11. Who is our Systel Rep?**
Aubrey Ravenel, Regional Account Manager, 336-808-8000, Aubrey.ravenel@systeloa.com
- 12. What about service agreements that are about to expire?**
Please contact UNCG's Systel rep, Aubrey Ravenel, Regional Account Manager, 336-808-8000, Aubrey.ravenel@systeloa.com, to see if we can provide you with a month to month service agreement until the MPS is put into place. If you elect to renew the service agreement prior to the assessment, please try to negotiate a shorter term in case you desire to switch to MPS prior to the next renewal.
- 13. What about leases that are about to expire?**
Please contact UNCG's Systel rep, Aubrey Ravenel, Regional Account Manager, 336-808-8000, Aubrey.ravenel@systeloa.com to see if Systel can provide you with new printer on a month to month lease until the MPS is put into place.
- 14. Our offices are located off campus. Will we be included in the MPS program?**
If you have a network printer or multifunction printer or need a multifunction printer, you can be added to the MPS program.
- 15. What is the timeline for transitioning to the MPS program?**
This will be based on need. Several departments have already expressed a desire to switch to

MPS due to aging equipment or desire for savings. Others may elect to wait until their network or MFP device ceases to operate properly, depending on the potential savings assessment. Therefore, the timeline will be as early as a few months or up to several years depending on the life of your equipment.

16. Once we move to MPS will our desktop printers be removed? Should we use up our ink before we surplus it or trade it in?

In order to optimize the cost savings, it is recommended that desktop printers be eliminated where possible, but we know this may not be the best solution in every situation. Therefore, after the potential savings assessment has been completed, departments that believe they have desktop printing needs that can't be met through the MPS program may request an exception from Purchasing. Yes, we would recommend you use up your existing ink before you surplus or trade in your desktop.

17. Who determines who is phased into MPS first?

This will be on a need or first come first served basis. Several departments have expressed interest in being added to the top of the list.

18. If I have a machine less than 2 yrs old, should it be phased into MPS?

It depends, Systel will provide a cost per page for servicing your existing equipment and you can compare that against your current contract. Your department will make this decision based on your potential savings and printing needs.

19. Does this cover grant purchased equipment?

All MFP or network printers, regardless of fund source, are included in the MPS program.

20. How will Systel conduct the assessment and when will that take place?

Systel will conduct a campus wide survey of printing beginning April 7th and this process will take approximately 6 to 8 weeks. Individual Departmental Cost Savings Assessments will be conducted after that initial campus wide print survey.

21. Will the MPS equipment be only black and white or will it have a color option?

Departments will have the option of a color/black and white printer or a black and white only printer.

22. Who decides what equipment we will use?

Following your Departmental Cost Savings Assessment, Systel will make a recommendation based on their findings and analysis; device placement is a collaborative process where productivity and cost savings are the primary objectives. Each department will get final say.

23. Who is responsible for paying repairs during the transition if we do not have a service agreement in place for our equipment?

It is recommended that you do not allow a service contract to lapse so that each device will continue to have service until MPS is adopted. If a service agreement is about to lapse, please contact the Systel representative allow them to quote a service agreement for your current equipment.

24. If we are already using Systel equipment, will we get newer/updated equipment or will we continue to use our current models?

It depends; Systel will evaluate your current equipment to determine if it can be rolled into the MPS program or if newer equipment is required.

25. How can we print confidential data using an MPS printer?

With the Systel equipment, you will have the option of having open printing of all print jobs or having a secure print. Secure print will require you to give each employee a code to enter to retrieve their print jobs. The decision is up to your department or division.

26. Were other print vendors given the opportunity to bid on this?

Yes, other print vendors were given the opportunity to bid on the state contract. In addition, we

received an initial assessment and cost proposals from another vendor during the review process.

27. What is the anticipated cost savings for the University?

The opportunity for savings is substantial depending on the participation of the program. Universities have reported or projected savings of between 20% to 30% in the MPS programs. However, it depends on several factors including the age of your equipment, # of prints from desktop printers, etc.

28. What will the procedure be for destroying hard drives on the MPS equipment?

Systel will either remove and give the hard drive to the department to destroy, or they will destroy it for UNCG and provide the certification that it was destroyed. The decision is made by the department.

29. What will be the service time to repair/ replace devices under the MPS program?

Systel has guaranteed a 4 hr. response time on repair/service calls of MPS equipment and a replacement, if required, within 1 business day.

30. What other Universities have adopted MPS?

Some very large Universities have already adopted an MPS Strategy. Those include NC State, UNC-Chapel Hill, East Carolina University, NC A&T State University The University of Kentucky, University of Miami, Ohio State University, Clemson University, University of Penn. to name a few. Here are some links if you want to look at their programs:

<http://www4.uky.edu/MPS/>

http://www.miami.edu/finance/index.php/managed_print_services/

<https://uniprint.osu.edu/services/ManagePrint.aspx>

http://www.clemson.edu/ccit/help_support/printing_plotting/faq/managed_print_services.html

<http://www.purchasing.upenn.edu/MPS/index.php>

<http://www.ecu.edu/cs-admin/upg/Copiserv.cfm>

<http://materialsmgmt.ofb.ncsu.edu/Print-Services/Print-Copy-Services.php>

<http://www.carolinacopy.unc.edu/>

Enrolling in the Program

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

During the assessment process Systel 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. Systel will also review the department's needs to print from special applications to ensure the appropriate device is selected.

Cost of the Program

1. Will the cost per page, or impression, be the only charge once my department has enrolled in the program?

Yes, with the addition of purchasing your own paper. There is no minimum that has to be printed per month. Systel will work with each department to ensure that the appropriate device is selected to meet the volume needs of the department.

2. What is the cost?

- Base price For Systel owned equipment (no cost of ownership to UNCG) Black & White: 1.69 cents per print. Color prints will be 6.4 cents or 7.9 cents depending on the printer selected.

Equipment

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

No, Systel will determine in the assessment, if new printers or copiers are needed. If so, Systel will provide their equipment at no cost to UNCG other than the cost per print.

2. How often will equipment be refreshed in the program?

Equipment will be refreshed on an as needed basis; it is in the best interest of both parties to have good working equipment.

3. I have security, HIPAA or FERPA requirements, how will these be affected?

All security and compliance requirements will be discussed during the assessment and factored into the final recommendation. Departments will have the option of erasing the memory of each job after print.

4. Will Systel locate their printer at the same location as my existing network printer?

This will be determined by the department with recommendations from the MPS team.

5. Will desktop printers (scanners and fax machines) be on the contract with Systel?

No, it is the intent to eliminate costly desktop printers wherever possible.

Assessment

Departments that are interested in saving money on printing costs or becoming more sustainable should contact Trace Little to be added to the list of departments who will be the first to receive an assessment of the potential savings of MPS. To those of you that have already expressed interest, we will be in touch in the next several weeks.

1. What does the departmental potential savings assessment include?

Someone from your area will be asked to complete a short survey of your current printing costs and needs. You will be contacted prior to the savings assessment where we will schedule a time to conduct the assessment. This will include a meeting with department heads, department technical support personnel, Systel and the MPS team to review your printing needs, current costs and potential MPS costs.

2. Will equipment be removed from the department?

Each department assessment will take into consideration the current printing environment and recommend cost saving opportunities within the assessment proposal. The final decision will be determined by the department.

Contacts

- Aubrey Ravenel, Regional Account Manager, 336-808-8000, aubrey.ravenel@systeloa.com
- Trace Little, Director of Materials Management, 334-4104 tjlittle@uncg.edu

- Chris Roys, Enterprise Projects Officer, ITS, 334-4366 caroys@uncg.edu
- Jack McGuinn MPS Project Manager, ITS, 256-1107, jhmcguin@uncg.edu

Please note that these MPS FAQs will be added to the purchasing website: <http://purchasing.uncg.edu/> and will be and updated periodically.