Wayne State University
Managed Print Services Program

Prepared by:
Strategic Sourcing & Xerox National Higher Education Team
Wayne State’s Objectives (via RFP Process)

“Our state of the art is not very state of art”

“Driving participation without mandates”

“Leverage new media and technology and do more with less”

Standardize
- Standardize technology to reduce variability
- Standardize partnership with best in class provider
- Standardize support processes for print environments

Optimize
- Optimize carbon footprint by reducing number of devices
- Optimize availability to industry best practices through strategic partnership
- Optimize operating expense dollars on non-core academic support functions

Improve
- Improve service and support for students, faculty and staff
- Improve visibility to data and analytics for managing costs and print utilization
- Improving institutional purchasing power through centralized MPS program
- Improve student, faculty and staff experience
Xerox National Higher Education Team
Integrating and Automating the Student Lifecycle
Objective: Create a comprehensive technology enabled Managed Print Services program that delivers enhanced services at a lower cost to the University Community.

- Economic Savings
- Enhanced Services
- Flexibility
- Environmental Sustainability
Managed Print Services
Program Overview

- **Flexibility** – Managed Print Services model based on department’s needs.
- **Output as a Utility** – *Pay only for what is printed*. Devices deployed post design consultation, w/Group input. Pay as departments begin printing:
  - No financial base, minimal volume commitment, no equipment placement quota
- **Simple Pricing Structures** – *Simplify pricing to its most basic form*:
  - Flat Blended Mono Price Per Impression - **$.0169 B&W**
  - Flat Blended Color Price Per Impression - **$.0598 Color**
- **Balanced Deployment** – Incorporating “IT rationalization” with “optimization” principals to create tailored print environment.

**Standardized Needs Analysis and Business Case Modeling Tool** – Consistent, repeatable process for each transition cycle.
Managed Print Services
Support Model

Enhanced End User Support & Experience

• Proactive vs. Reactive Model
• Device “Threshold” Communication
• Dedicated Level 2 Help Desk for Print Related Issues
• Remote Device Management
• Contractual Service Level Agreements
• Quality Guarantee Device Exchange
Managed Print Services
Sustainability Benefits

Sustainability Improvements

• Optimize Carbon Footprint by **45%** - *Est. 3,846 devices to 1,538*
• Reduction of GHG Greenhouse Gases by approximately **45%**
• Reduction of Solid Waste by approximately **49%**
• Reduction of Atmospheric Emissions by approximately **48%**
• Reduction of Waterborne Emissions by approximately **51%**
Current State Environmental Impacts

- 4,141 trees
- 7,000 boxes
- 9.49 acres
- 7.29 semis
Future State Benefits

- 45% Reduction in carbon footprint
- 20% savings
- 97% Uptime & Service Response SLA
- 100% Elimination of binding Lease/purchases
Managed Print Services
Transition & Planning Timeline

1st 90 Days Dedicated to Program Set-Up

• Start January 5th – Go Live April 1st

  January – February
  • Planning & Preparation
  • Communications - Town Halls, Business Managers Conference, CTLC
  • Technology Testing & Certifications
  • “Early Adopters” Departments & Schools Outreach
  • Campus Wide Data Collections – Every Building, Floor, & Office – “Current State”

  March
  • Future State Recommendations for “Early Adopters” – “Future State”
  • Back Office Functions Finalized (Service Desk, Supply Chain, etc.)
  • Trial Tests Completed

  April
  • “Early Adopters” Future State recommendations approved by Dept. and supported under new model.
  • Business as Usual for remaining departments until they transition
Managed Print Services
Question & Answer

- Questions & Answers
- Wrap Up & Next Steps

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