

New Printing Initiative

Printing and Copying Solution

Business and Commerce Committee

June 6, 2005

Purpose

- To present an overview of the current City environment and the benefits of the proposed new technology
- To review the status of a new city-wide printing initiative to reduce print devices by utilizing new multi-function technology
- Identify cost savings to the City

Dallas - Current Environment

We currently have over 1 100 print devices in City Hall and OCMC

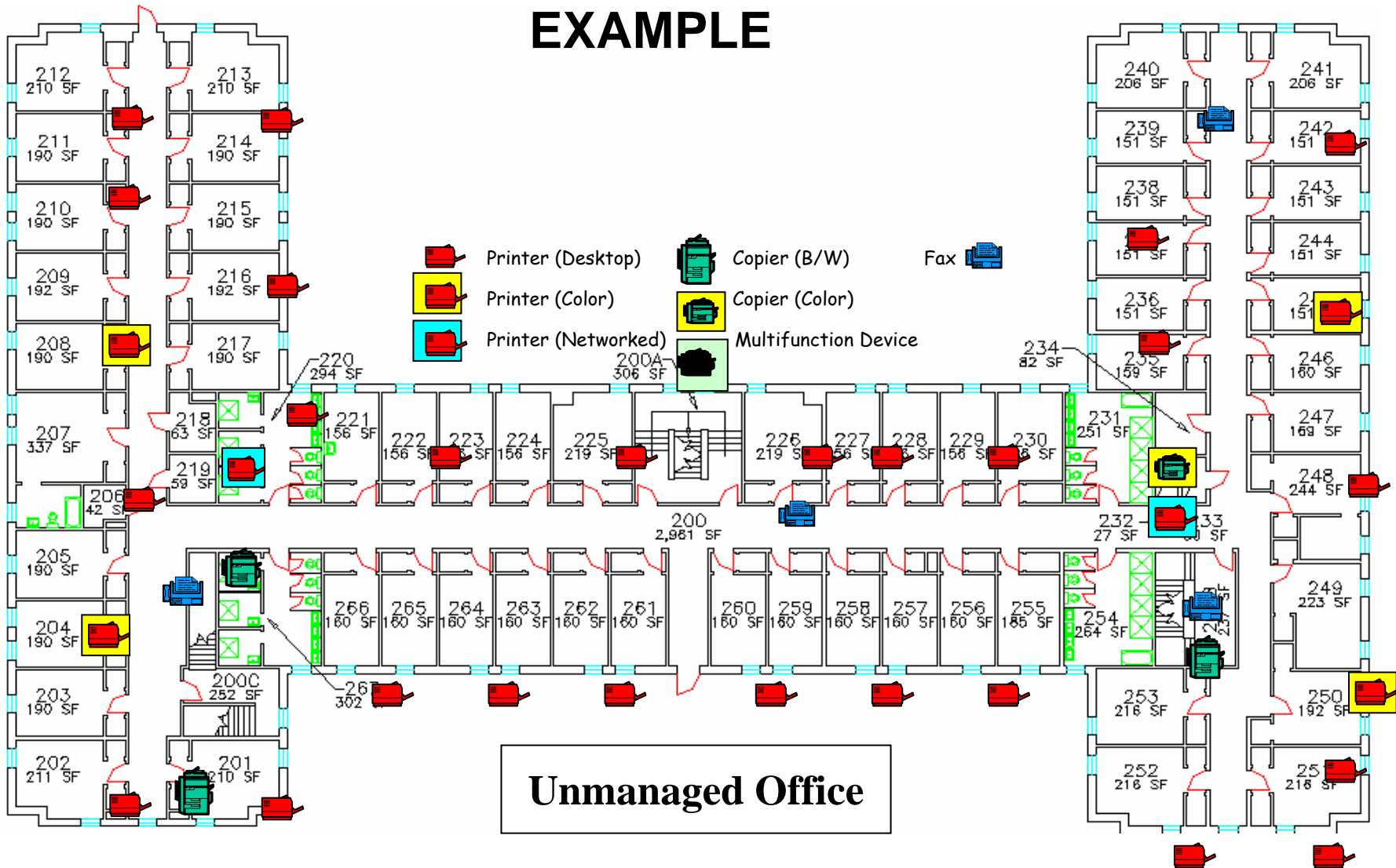
- Only 144 of these devices are networked print devices (that can be shared)
- Majority of the devices are personal desk top printers (889)

There are 107 walk up copiers

- Majority are older analog copiers that need to be replaced with more efficient digital multi-function devices (MFD)

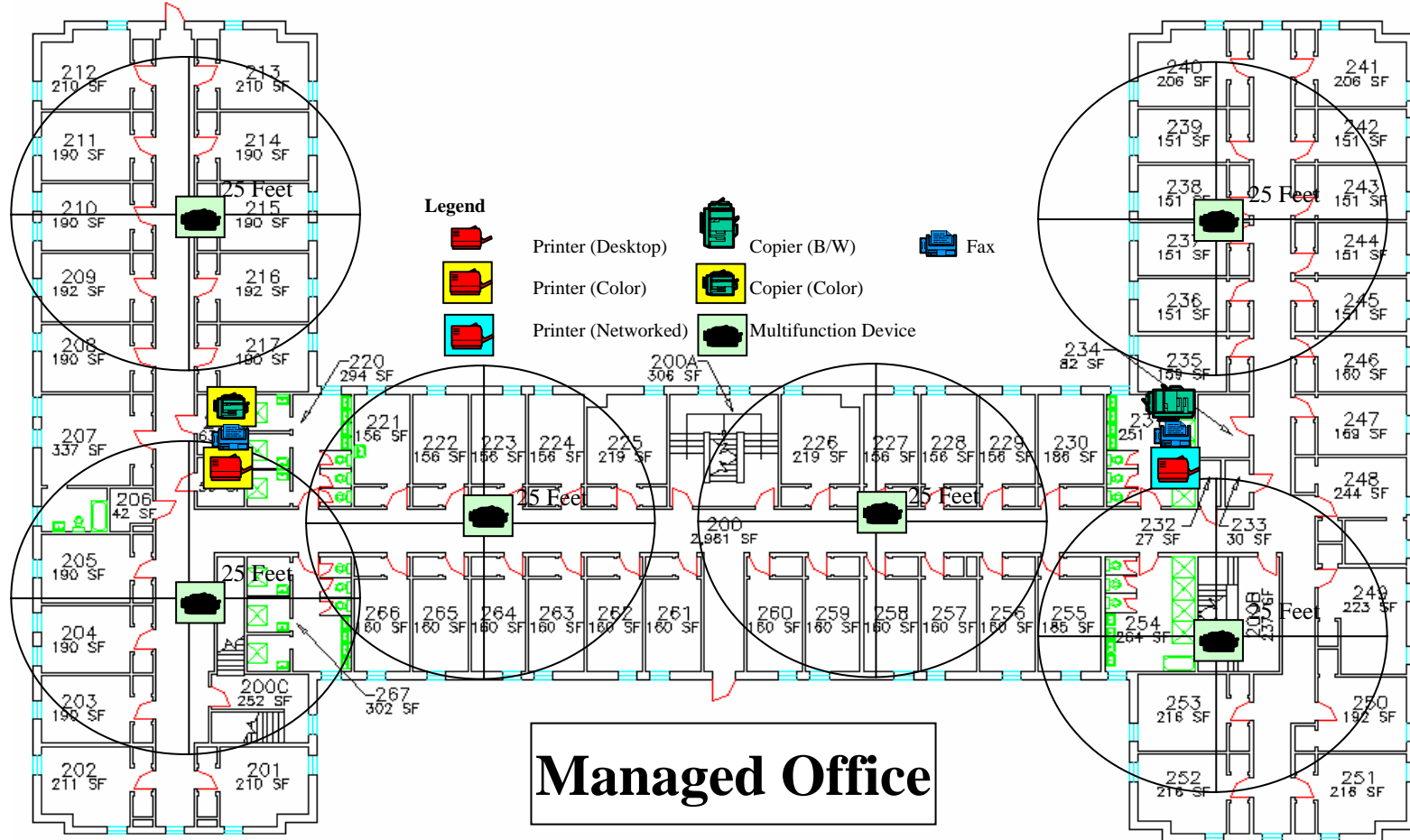
Current State

EXAMPLE



Desired State

EXAMPLE



Proposed Solution

Recommended software solution is web-based and will provide critical information and functionality that is not currently available to the City:

- Ability to manage, track and report all networked printers across the City by employee, department and device
- Job routing to any device on the network

Recommended hardware (MFD) benefits:

- Fleet standardization (currently have multiple brands of machines)
 - ◆ One place to call for service, parts or equipment support
 - ◆ Ease to users with same look and feel in every area
- No need for separate scanners, fax or desk top printers
- Increased print quality and redundancy with over 90 machines being installed that can “communicate” with each other with the same basic functions

Benefits of Digital over Analog

Scan once/print many – multiple sets only go through the document handler once improving reliability

No duplex tray – better duplex reliability and no limit to two-sided copying

Shorter paper path/fewer moving parts – more reliable

Laser printer based with replaceable modules – reduce the number of technician-based service calls, improve uptime

Multiple functions vs. single function – Copy + print/fax/scan

Enables asset consolidation – savings on printing/fax consumables plus fewer assets to replace/buy and manage

Faster performance/more features – fax, printer, scanner now operate at copier speeds with features like duplex and finishing; True multi-tasking so end-user responsiveness not compromised

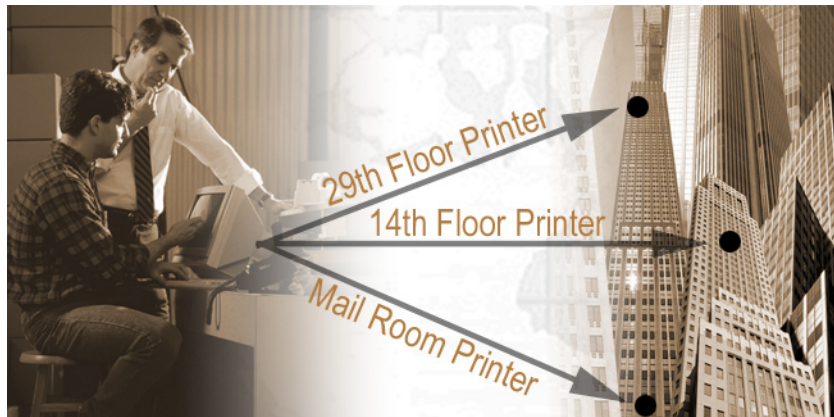
Enable business improvement for the City– do things like scan paper and forward via e-mail or the network, saving on overnight costs, telephone charges; Improves responsiveness to citizens

Background

- Created a specification to consolidate printing devices
 - Desk-top and network printers
 - Analog copiers
 - Fax machines
- Solicited proposals and evaluation committee recommendations were finalized in late January 2005
 - Xerox Corp. was selected as the most advantageous proposer of twelve
- Phase one of the project will begin with City Hall and Oak Cliff Municipal Center (OCMC) due to the large population of employees and devices
- Phase two will begin late in 2005 to include all other City facilities

CentreWare Web

Software that will allow us to manage our print volume



Web-based software package that installs, configures, manages, monitors, and reports on the networked printers and multifunction devices in the enterprise - regardless of manufacturer.

Printers

- View queues
- View printers
- Display/sort printer information
- Printer detail information
- Preferences

Reporting

- Asset reports
- Status reports
- Accounting reports
- Alert history reports

Wizards

- Printer installation
- Printer configuration
- Troubleshooting
- Upgrade firmware
- Cloning

Administration

- Discovery
- Administrator
- Network
- SNMP
- Statistical data

XEROX's DocuCare Associate Program

DocuCare Associate on site at the City of Dallas will significantly reduce the need for time-consuming outside service calls, while increasing uptime, reliability and on-site responsiveness.

The On Site DocuCare Associate will be able to:

- Replace major components in high-frequency call areas of equipment
- Understand common machine Fault Codes and correct them
- Engage preventive maintenance to address high-frequency service items
- Diagnose and correct copy quality problems
- Establish a parts inventory needed for on-site support and service

On-site DocuCare Associates also provide on-going support for ad hoc training, supply management and application development. DocuCare Associate will work when we work, M-F 8:15am-5:15pm for the term of the contract.

Output Management – The Clash of Convenience vs. Cost



MFD

**Budget
Addjustments
Require
Realistic
Institution of
Equipment
Reform**

- Convenient
- Close to end user
- Color capable
- Highest volume growth area due to electronic content
- Most expensive

- Relatively close to users
- Volume growing slowly
- Could take additional print load
- Medium expense

- Not as convenient
- Distant to end user
- Maximum capabilities/functionality
- Highest volume growth potential and capacity
- Most cost effective
- Does not require end user labor

**Network/Desktop
Printers**

No Control

Cost 5¢ - 35¢



Networked Copiers

Strict Control

Cost 2¢ - 3¢

Volume Shifting

**Express Business
Center**

Strict Control

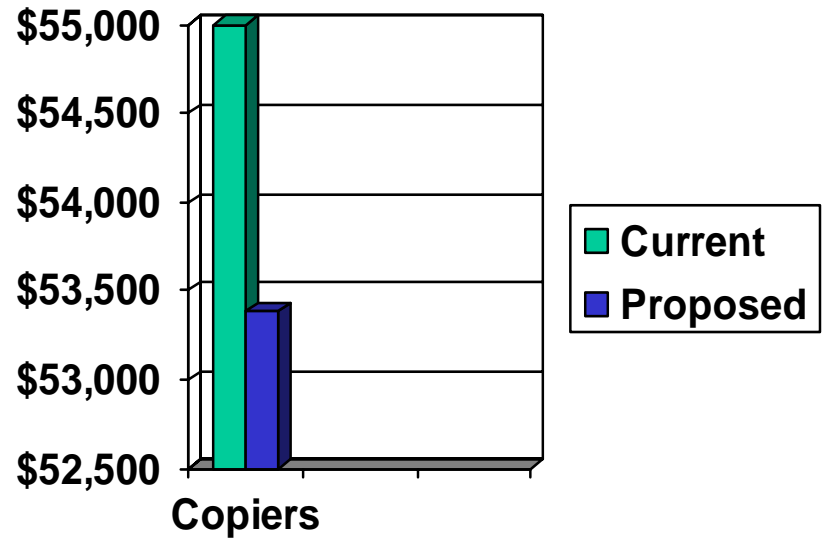
Cost 1¢ - 2¢



Current vs. New Cost

We currently pay \$55k per month at City Hall and OCMC for 107 analog copiers

The new solution (including software, on-site staffing and MFD) is \$53,384 per month



City Technical Support

October 2004 through May 17, 2005, there were 1533 print related calls that represented approximately 12% of all CIS Desktop support calls

- Each new printer purchased currently requires CIS staff time to physically come to the work area to load print drivers
- CIS currently does not have the software to display the status of all print devices to assist the users when they have print related issues
 - This lack of information results in trips to the work area to resolve issues that may be otherwise handled by contacting the providers service technician

This web-based software will provide the critical status of each device on the network and will eliminate the need to load print drivers at your desktop allowing CIS technicians more time to focus on other more critical system issues

Projected Savings

We anticipate citywide savings of approximately \$500,000 for FY 05-06 based on the following:

- Restriction on the purchase of new personal desk top printers going forward
- Restrict the purchases of print cartridges and maintenance agreements that support the desktop devices
 - In FY 03-04 – City spent over \$780,000 in print cartridges
- Utilize multi-functional devices, where possible, and implement a new Administrative Directive to ensure compliance
- Sale of current desk top equipment as new MFD are implemented

Summary

With a change in focus from the desk top personal printers to more efficient Multi-functional networked devices, the following benefits will be realized:

- Multi-function devices reduce print cost to the City
- Provide more functionality than currently available to most City users
- Standardizes the make and models for consistency and ease of use to the City staff
- Provides flexibility to city staff as need changes machines can be moved or upgraded based on demonstrated usage

Recommendation

We are recommending acceptance of the Xerox proposal that will reduce the current rental cost of copiers while increasing functionality for the City

- August 2003 - Obtained Council approval for a three year contract to rent/lease copiers through the State of Texas contract
- Under that agreement, we will enter into a sixty-month agreement with technology refresh guarantees during the lease term
- No Council action is necessary

Time-line

Forty-five (45) day test period began May 20, 2005 with CIS being the test department for solution

- Develop City-wide policy (AD) for printing solution
 - ◆ Complete by June 15, 2005
- Upon successful testing, coordinate removal and implementation of copier fleet with Xerox and current copier providers
 - ◆ Requires thirty (30) day notice to current providers

Complete all installs by August 2005