



Cleveland State University

# Town Hall Meeting – Managed Print Services Overview



# Agenda

Introductions

Michael Settonni, Pres / CEO BMI

Managed Print Services Overview

Jack Boyle, VP of Bus Affairs & Fin CSU

- Why do we have a print policy
- How does it align with the future state designs

Managed Print Services Program Overview

Jeff Harrell, Sr. Transition Mgr Xerox

- What does the program include?
- Device capabilities, Future State Design criteria

What's next? Optimization / Implementation Process

Jeff Harrell

- Process Overview
- Schedule

Training / Change Management

Patty Skerl, Mgr Training & Org Dev CSU

Post Optimization Survey & Remediation if needed

Jeff Harrell

Q & A

CSU/Xerox

# Print Policy Overview

Jack Boyle

- Benefits of the program
  - Cost savings
  - Reduction in number of devices, supports E3
  - Advanced technology, faster devices with additional capabilities
- Why have a policy
- Print Advisory Committee
- How does the Print Policy align with the future state designs?

# Program Overview

Jeff Harrell

The Managed Print Services (MPS) leverages Xerox's expertise, technology and equipment to help to deliver to our clients immediate cost control, Asset Management, continuous improvement and the capacity to periodically refresh the Output Environment.

Xerox's Managed Print Services for CSU will include:

- ✓ Change Management
- ✓ Asset Management Services
- ✓ Break/Fix Service Management
- ✓ Consumables Management
- ✓ Help Desk Services
- ✓ Supplier Consolidation Services
- ✓ Contract Management Services
- ✓ Move, Add, Change and Dispose (MACD)
- ✓ End User Training

# Program Overview

Jeff Harrell

## Summary:

CSU pays by the page only; toner, maintenance, break fix included

- There is no base charge for the equipment
- CSU has been paying:
  - 3.43 cents for each black & white page
  - 29.7 cents for each color page
- Under the Xerox program, CSU will pay:
  - 2.32 cents for each black & white page
  - 7.70 cents for each color page

Annual print volumes for CSU:

- 35.48 Million in Black and White
- 1 Million in Color

Future State Design Criteria:

- Provide end users with the same capabilities they currently have:
  - Color
  - High volume devices
  - Finishing capabilities

# Program Overview

Jeff Harrell

Multifunctional devices and network printers will be used for all printing, copying, faxing, and scanning.

- Secure printing options will ensure confidentiality
- Scan to e-mail features and double sided printing options will help reduce the number of printed pages produced, a benefit to the environment.
- Each device is capable of printing letter head paper, specialty paper, envelopes, etc.
- Everyone's PC will be connected to one of the Xerox devices.



# High Level Optimization Process

- Week 1 - Future State Design review by Dept Head with CSU & Xerox
- End users have 1 week to submit requested changes via Move, Add, Change, Dispose (MACD) process
- Week 2 – CSU Advisory committee reviews and decides on request
- Xerox receives approvals and determines if there are additional costs
- Week 3 – Order equipment from approved Future State Design
- Week 7 – Install equipment per the approved Future State Design
- Will not remove devices while faculty is out during the summer; continue to use existing printers until the leases expire, toner has run out or the device is no longer working.
  - Both new and old printers can be used after device installs.
  - End user training; at the device, train the trainer, on-line materials
- Week 12+ - Conduct end user surveys

# Projected Installation Schedule

Jeff Harrell

June

July

August

Rhodes Tower – IS&T  
Administration Center  
Plant Services  
Plant Annex  
Parker Hannifin Hall  
Cole Center  
Recreation Center  
Keith Building  
Viking Hall  
Wolstein Center  
Rhodes Tower West

Fenn Tower  
Law Library  
Physical Education  
Theater Arts  
Art Building  
Urban Affairs  
Business College  
Chester Building  
Health Science  
Law Building  
Music & Communications

Rhodes Tower - rest  
Stillwell Hall  
Main Classroom  
Stillwell Hall  
Science Building  
Magnet Building  
Mather Mansion  
College of Education



# Change Management & Training

Patty Skerl

- Schedule Training
  - Coordinated with your department's admin
  - Scheduled based on the date of device delivery
  - On site using one of your PCs and the new device
  - Will occur as close to the time of installation as possible, typically the next day at the latest (5 per session max)
  - 30 – 60 minutes depending upon the device and questions
- Training Resources
  - Each session will include handouts showing key step-by-step instructions, as well as device quick use guides
  - Our website will eventually house video demos, job aids, and other supportive materials
    - Device utilization (e.g., scan to email, print to fax)
    - File management (e.g., email management, document storage techniques)

# Post Optimization Survey

Jeff Harrell

- After installs, Xerox will conduct on-going surveys at appropriate times to obtain feedback on the devices, and end user experiences with the Xerox services; surveys will be conducted on-line.
- Survey will ask end users about:
  - The printer or multi-functional device installation
  - Device functionality / capabilities
  - Training
  - Services, consumable replenishment and break fix
- CSU and Xerox will use the results from the surveys to make adjustments in devices and or services as required.

# Questions and Answers

To obtain additional information on the  
**Managed Print Services** program send  
questions to:

**Printprogram@csuohio.edu** or visit  
[www.mycsu/csuohio.edu/mps](http://www.mycsu/csuohio.edu/mps)