FUJITSU

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Consulting

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FUJITSU AUSTRALIA MANAGED PRINT SERVICES

MANAGED PRINT SERVICES

Print and copy: Where you need it, when you need it and the way you need it – at one low, flat price per page.

Many commercial and government organisations in Australia do not know how many print and copy devices they have, how their employees are using them, and how much money they spend to own, maintain and operate them.

Smaller and older print and copy devices are often more expensive to operate than their larger and newer counterparts. With age, repair and maintenance costs for print and copy devices increase. Nevertheless 38 per cent of organisations responded to a Gartner Group survey that they keep their printers for five years and longer.[1]

Large numbers and varieties of models from multiple vendors can result in high support levels, plus print and copy devices rarely satisfy users' expectations.

Technology convergence between printers and copiers has added to the complexity. Printer vendors have evolved their devices into multi-function printers by adding copy, fax and scan functionality, while copier vendors have added print and scan capabilities, creating multi-function devices.

To complicate things further, copiers have traditionally been the domain of the facilities department, while printers have been managed by the ICT division.

With two internal business units sourcing and supplying almost identical technology, cost and capabilities are duplicated and support issues multiplied.

It is not surprising, therefore, that Gartner reports printing and copying can cost up to three per cent of corporate revenue a year.[2]

A BETTER WAY

Fujitsu's Managed Print Services (MPS) is perfectly positioned to assist organisations of all types and sizes in the development and implementation of an effective print and copy strategy, and to deliver increased visibility and control over service, higher user satisfaction, improved device availability, environmental benefits and significant cost reductions.

Managed Print Services audits and analyses organisations' current print and copy environment, device use and key user requirements. Using these findings, MPS recommends the optimal print and copy solution for each organisation based on industry best practice and international standards.

MPS deploys a customised solution, where charges are based on device use, without upfront capital investment. As an independent systems integrator, Fujitsu recommends and supplies the most suitable devices from appropriate vendors. Existing devices, where appropriate, are also incorporated in the solution.

COMPREHENSIVE SERVICE

Managed Print Services not only provides the print and copy devices, but also all necessary consumables and ongoing repair and maintenance service and support.

The MPS fleet is electronically monitored to gather detailed information for use-based billing and to ensure consumables, such as toner and photoconductors, are shipped to the customer when they are needed. MPS also provides a single point of contact for all technical and user support.

Fujitsu's MPS include measures and technology to reduce the total number of print and copy pages that are produced, e.g. user education on duplex and multi-up printing, changes to print preference settings, deployment of virtual drivers or print output management software.

Increased deployment of Multi-Function-Printers (MFPs) and Multi-Function-Devices (MFDs) delivers scan capability into organisations that can be used to improve distribution of documents and to replace data entry – two prime examples of manual, repetitive tasks that severely impact office employee's productivity.

BUSINESS BENEFITS

Our services provide commercial and government organisations with:

- **Significant cost reductions**. Rationalised fleets use fewer devices that cost less to operate.
- **Service availability**. Managed Print Services includes automated replenishment of all supplies and consumables, remote device management with automated alerts for service disruptions onsite repair and maintenance services, as well as regular device refreshing.
- **Visibility and control**. Electronic device monitoring and management provide transparency on what devices are deployed, how they are used, and in case of a problem occurring, quick and easy problem analysis.
- **User satisfaction**. Managed Print Services provides problem-free print and copy services, with all required functionality close to users at any location.
- **Environmental benefits**. Rationalised fleets reduce energy consumption (and associated fossil fuel produced greenhouse gas emissions), ensure the most environmentally friendly provision and disposal of consumables, and exploit technology and user behaviour initiatives to reduce print and copy page volumes.

HOW DOES IT WORK?

Remote device monitoring and management tools deployed by Fujitsu as part of the MPS continually collect device utilisation information, device status reports and incident alerts to central data repositories. This information enables Fujitsu to provide detailed usage reporting, monthly usage-based invoicing, just-in-time provision of consumables, pro-active incident resolution or service call scheduling and ongoing analysis and improvement recommendations. For reactive assistance the dedicated MPS service desk provides user support and user assistance.

HOW IS IT IMPLEMENTED?

Fujitsu's MPS is a modular and flexible end-to-end service offered for both existing and new fleets of copy and print devices from all leading vendors. Fujitsu is a leading supplier of managed services and we have a depth of experience to analyse, design, implement and manage the optimised copy and print infrastructure and associated services for your organisation.

MANAGED PRINT SERVICES COMPONENTS

AUDIT AND ANALYSIS	FLEET RECOMMENDATION AND DEPLOYMENT	MONITORING AND MANAGEMENT	PRINT LESS SOLUTIONS	IMPROVE PRODUCTIVITY SOLUTIONS
■ E-Audit and physical audit (fleet and usage) ■ User interviews ■ Current TCO analysis ■ Current carbon emission analysis ■ Ongoing monitoring	■ Balance savings and productivity ■ Mix and match technology Minimise environmental impact	■ Supplies and repair services with SLAs ■ Remote monitoring ■ Automated supplies deliveries ■ Remote management	■ Multi-up and duplex e.g. for e-mail print ■ E-Reports o PDF instead of hardcopy ■ Control colour	■ E-Workflow ▪ Scan, not copy ▪ Distribute images ■ E-Archive ■ E-Processing ▪ extract data instead of data entry

Note – all MPS services components are also available standalone.

[1] Ken Weilerstein, What IT Managers Need To Know About Office Print Before It Falls Into Their Lap, Date 11th November 2005, www.gartner.com

[2] Peter J. Grant, 'Businesses Miss Out on Savings by Not Using Print Management Tools', 19 September 2005, www.gartner.com

ABOUTFUJITSU

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. Throughout Australia and New Zealand we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand have earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).

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Printed on Novatech, an environmentally responsible paper (Nordland Papier, Reg. No.D - 162 - 00007).

A08-0028-00