



# Print Support

Cost-effective support for Print Estates; simplifying the service delivery and efficiently managing the on-going maintenance and production costs

## Business Challenge

IT departments are under constant cost reduction targets but for some reason the costly area of print support continues to be ignored – can you afford to do this?

According to industry analysts Gartner 'Most organisations don't have one person or department in charge of all issues related to print infrastructures. IT and facilities managers, purchasing agents and others all have some influence and input. This lack of co-ordination means that most organisations don't know how much money they are spending on output and how much money they are wasting through poor management of devices and document workflow.'

By seizing the opportunity to right-size printer, fax, copier and scanner estates, organisations are streamlining the way end-users manage print and distribute documents.

The rewards for successfully managing print infrastructure in this way include substantial and rapid cost savings as well as helping you reduce environmental impact.

## Key Benefits

### Reducing Complexity

Rationalising and optimising the print infrastructure can provide both efficiency gains and production cost benefits, but where do you start? Computacenter will provide you with a clear understanding of exactly what devices your organisation has, their current operating costs and usage trends.

From this we will deliver efficiencies by:

- Establishing reporting and control metrics to optimise print performance
- Advice on ways to improve environmental impact

- Consolidating contracts - one service provider managing multiple suppliers
- Implementing commercial frameworks with flexible working practices
- Managing vendors; using our scale to deliver you commercial benefits

### Reducing Risk

We pride ourselves on our repeatable services delivered by our 2,200 multi-skilled engineers across the UK. This resource is complemented by those from the best of breed print OEMs and 3rd party partners.

ITIL accredited Service Management provides the end to end management to ensure that your requirements are met.

### Reducing Costs

We can prevent printer downtime using specific service & scheduling software tools. Our intention is to always fix a call remotely or before it becomes a critical event, which is less disruptive to users and more cost effective for you.

Our Shared Services Factory is designed to remove complexity, ensure best practice and continuously raise service quality through the re-use of intellectual property. This innovative approach captures key elements of our most successful projects and creates a flexible set of standards we apply across future initiatives.

### Reducing Environmental Impact

We can help you reduce waste through increasing the efficiency of the print estate, helping to reduce inappropriate print output and smart consumable management. We provide energy efficient product advice. Our delivery teams are skilled in recycling and disposal services in accordance with best practice and legislation.

## Highlights

- OEM independent technology solutions
- Advice on ways to improve environmental impact
- Single contract supporting multi-vendor
- Single contract management for multiple OEM's
- Legacy estate management
- Product implementation & support
- Smart consumable management
- Single point of contacts for: incident & request logging; engineering; consumables and service management

## KPMG Case Study

Print support services reduce operating costs by 30%, as a result of simplified support and fewer supplier overheads. Additional savings achieved of £250,000 by decreasing KPMG's usage of consumables.

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## Deliverables

The most appropriate level of service for your business.

Service Deliverables	Premium	Advantage	Classic
<b>Analysis &amp; Implementation</b>			
Device audit, utility and TCO report	Option	Option	Option
Project management & planning	Option	Option	Option
Demonstration and testing facility	Option	Option	Option
Device configuration and installation	Option	Option	Option
<b>Procurement Services</b>			
Energy efficient product advice	Option	Option	Option
Hardware costs and software licenses	Option	Option	Option
OEM warranty / support contracts	Option	Option	Option
<b>Incident &amp; Request Management</b>			
Service software tools	■	■	
Consumable supply chain	■	■	■
Consumable replacement programme	■	■	
Web based call logging and tracking	■	■	■
Management of all Incidents and requests to closure	■	■	■
<b>Service Delivery</b>			
Site resident engineering & admin team	Option	Option	
Health checks or preventative maintenance	Option	Option	
Install, moves, additions & changes	Option	Option	
Dedicated on-site spares	Option	Option	
Response times	1-8hr	SBD	NBD
Hours of cover	Up to 24	Up to 24	Up to 12
<b>Service Management</b>			
In-life print infrastructure planning and design	■		
Detailed utility reporting	■	■	
Service quality reporting	■	■	■
Price per page / utility billing	■	Option	
Device availability & performance guarantees	■		
Contract flexibility	■	■	
Vendor management	■	■	
Designated service management	■	■	
Escalation management	■	■	■

## Why Computacenter?

### Proven Credibility

- Support 25% of FTSE 100 companies
- 70,000 servers supported
- 1.5M devices supported
- Industry specific Finance, Retail and Government reference customers

### Proven Capability

- 2,200 trained IT technicians
- 98% of our service management team are trained and qualified in ITIL standards
- Spares holdings of 20,000 parts
- Over 90% of spares delivered within 2 hours

### Complete IT Infrastructure Services

Our real services experience enables you to achieve greater IT and business value. Through the engagement with our Shared Infrastructure Services, you have the opportunity to benefit from our proven best practices.

## What next?

To find out how Computacenter Print Support solution can help you, please contact your account manager or email [enquiries@computacenter.com](mailto:enquiries@computacenter.com).