REDUCE COST AND COMPLEXITY WITH TOTAL PRINT SOLUTIONS
Even in today’s digital age, it remains essential. Yet organisations’ print environments are often taken for granted - and even neglected.

Printing costs account for around five per cent of an average organisation’s total turnover. Yet it could cost a lot less if organisations optimised their print assets and processes.

Computacenter helps organisations regain control of their printer estates. From consumables supply and pre-sales advice to comprehensive managed print services, we help organisations standardise, rationalise and centralise.

With the right devices, reliable support and a streamlined supply chain, organisations can meet user needs while reducing business costs.

Our services enable customers to:

• Reduce print costs by up to 30 per cent in a year with right-sized environments
• Improve staff productivity with highly available devices that are easy to use
• Support mobile and home workers with flexible print solutions
• Simplify management with easier contracts, automated reporting and less administration
• Improve sustainability with less paper, less energy and less waste
• Enhance document security with appropriate policies and processes

We use a combination of remote management tools and on-site resources to provide efficient and cost-effective services that meet different needs and budgets.

**COMPUTACENTER’S PRINT CREDENTIALS:**

• We have 25 years’ experience in delivering multi-vendor print solutions
• We ship around one million printers and accessories every year
• Our product portfolio includes more than 8,000 print items
• We have relationships with all the major print vendors, including HP, Xerox, Canon, Ricoh, Lexmark, Brother, Epson, Kyocera, Samsung and Dell
• Our industrialised approach and proven methodologies help customers maximise efficiency
Pre-sales and product selection
We offer independent advice to help customers select the right devices from the right vendor. Our benchmarking exercises provide customers with transparent, objective and comprehensive market analysis, which aids more informed decision-making.

Product fulfillment
Our tools and processes make procurement faster and easier. Our Computacenter Recommends range features best-of-breed print products that we have pre-selected for our customers based on quality and price. Thanks to our state-of-the-art logistics facilities, we can offer a range of delivery options across multiple geographies. We also remarket and recycle end-of-life print devices in accordance with environmental legislation via our specialist subsidiary RDC.

Consumables supply
From print toners and cartridges to maintenance kits, we provide next-day delivery so organisations don’t have to stockpile consumables. As well as shipping on-demand, we can monitor and report on spend and advise customers on the best-value, best-fit products. Customers are provided with a dedicated account team to ensure their needs are met.

Print support
Managed from our 24x7 Global Service Desk, our printer break-fix service can be tailored to your specific needs with rapid response times and a ‘gold stock’ swap-out service for critical devices.

Specialist needs
We can advise on, supply and support production print room technologies, from wide format digital colour and mono printing solutions to software, scanners, laminators, displays and consumables.

Computacenter helps organisations identify and implement software solutions that enable more efficient and secure printing, including:

- **Follow-me/pull printing**: Users are provided with a PIN or fob to print at a selected device. As well as eliminating the need for personal printers, pull printing safeguards security and simplifies print tracking if jobs need to be recharged to specific cost centres.
- **Mobile printing**: Enables secure printing from any smartphone or tablet to any printer on any network to support BYOD (bring your own device) and remote workers.
- **Digital fax**: Allows users to fax directly from their desktop or laptop, eliminating the need for stand-alone fax machines, modems and phone lines.

Our services can either be delivered on a modular stand-alone basis or as part of a managed print service. Delivered to stringent service level agreements (SLAs) and based on industrialised best practices, our services include:

**END-TO-END EXPERTISE AND SUPPORT FOR THE PRINT LIFECYCLE**
OPTIMISE AND STANDARDISE
WITH MANAGED PRINT SERVICES

Our Managed Print Services combines all print-related services in a single pay-per-print contract and enables organisations to gain complete visibility and control of their print environment.

Services are delivered by on-site and remote engineers and can be integrated with existing workplace support contracts. As part of the service we will:

Assess the existing print estate and processes and recommend improvements

Design an optimised print environment based on best-fit architectures, workflows and controls

Install and integrate devices that fit user needs, from multi-function printers to desktop scanners

Develop and implement print policies that maximise security and efficiency

Identify and resolve printing problems in accordance with service level agreements

Manage the entire print environment, including underlying infrastructure such as servers, storage, networking and print queues

Replenish consumables on a next-day basis and report on consumption

Monitor and report on print volumes and device utilisation to identify rationalisation opportunities

Recommend improvements as requirements evolve and new technologies become available
HELPING ORGANISATIONS SIMPLIFY PRINTING

Retailer reduces print costs by 10 per cent while supporting growth with optimised environment

Challenge
The ability to print documents quickly at the customer’s head office is key to the productivity of around 2,500 employees. Historically, the retailer had taken a distributed approach to managing the print environment in terms of devices, suppliers and support. This was not only costly but also impacted printer availability.

Solution
The customer consolidated the management of its print environment with Computacenter. We conducted a comprehensive audit of the organisation’s printer estate and print requirements. Based on this information, it designed a new environment that involved fewer devices with greater functionality. The printers are maintained on-site by Computacenter engineering resources.

Results
With an optimised print environment, the retailer has been able to reduce printing costs by around 10 per cent, despite a significant increase in printing requirements. The contract has also reduced IT helpdesk call volumes and improved staff productivity through better printer availability.

MORE INFORMATION
To find out more about how our Print Solutions could help your organisation save time and money, contact your Computacenter Account Manager or call 01707 631000
Computacenter is Europe’s leading independent provider of IT infrastructure services, enabling users and their business. We advise customers on their IT strategy, implement the most appropriate technology from a wide range of leading vendors and manage their technology infrastructures on their behalf. At every stage we make our customers’ businesses sharper by removing cost, complexity and barriers to change across their IT infrastructures.

Computacenter operates in the UK, Germany, France and the Benelux countries, as well as providing transnational services across the globe.