> "Managed print has worked for us. We have more control over our print environment, we're seeing the volumes of print go down and we're making a big difference with sustainability."
>
> —Kishan Kariawasam, *Director of Network Engineering,* Office of Advancement, Georgetown University

Our Challenge

"We had a very high percentage of printers on people's desks and we knew we had a problem. But we didn't know our pain points or understand how we were going to implement a solution or have backing from management. We also needed to take a conservative approach and be as transparent as possible to the user."

Our Solution

"We outsourced our print management to Xerox. Their analysis helped us get leadership buy-in up front. The implementation has been minimally noticed by users and it's providing greater sustainability, control and cost savings. It's also freed up a lot of time for my staff to work on other problems—the problems they should be working on."

Our Results

- Xerox Managed Print Services with "one-call" support covering over 100 Xerox and non-Xerox printers, including maintenance and supplies

- Immediate net savings of 8 percent prior to full implementation

- Improved sustainability through Xerox toner recycling program

- Greater control, complemented by detailed reports that identify the highest and lowest volume printers

- Freed internal IT help desk staff to focus on providing departmental support

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> "It used to be up to the user to be green, but we now have a recycling process in place. Whenever a user gets new toner, the old toner goes back to Xerox, which is an added benefit for us."
>
> —Kishan Kariawasam, *Director of Network Engineering,* Office of Advancement, Georgetown University

MPS lets Georgetown IT group focus on its major subject.

The advancement office at Georgetown University is responsible for maintaining relationships with key constituencies such as alumni and donors. When the advancement office's IT staff realized that the management of its printer infrastructure was anything *but* advanced, they found a solution through another relationship—with Xerox.

Offering a Best-in-Class Solution

As a long-standing vendor partner, Xerox believed Managed Print Services (MPS) could provide Georgetown with great benefits.

"Xerox reached out to our leadership and said, 'We want to show you what we offer,'" says Kishan Kariawasam, Director of Network Engineering for the university's office of advancement. "'Maybe it's a good fit, maybe it's not. Let's see.'"

Before MPS, Kariawasam's department supported 300 employees and 130 Xerox and non-Xerox desktop printers—about two users per printer. In addition, employees ordered their own supplies, so IT "really didn't have a good handle on what we were spending."

Xerox filled in the missing pieces with a Lean Six Sigma assessment.

Reducing High Costs for Higher Ed

"Xerox did most of the legwork, so it was great for us," continues Kariawasam. "They came on-site, did the inventory, got everything into the system."

> "When we added up the cost of supplies and break-fix contracts and compared it to the Xerox solution, there was a net savings right off the bat."

"It was about an 8 percent reduction just having Xerox manage our infrastructure as is, without any changes, which was a no-brainer for management. It was good to go. And management's up-front support gave me leverage with users."

Giving the IT Team More Free Periods

Today Xerox manages all of the office's multifunction devices, including supplies and maintenance.

"The implementation was seamless," says Kariawasam. "It was one of the easiest I've ever been part of because it was minimal work on our part and the results for our help desk were huge."

> "It's freed up my team to work on other problems and not waste their time figuring out what toner is needed."

Xerox Device Agent software has been key to the project's success, monitoring print activity and providing critical operational data.

"We began getting useful data almost immediately. We discovered devices we didn't know we had. More than that, we have detailed billing reports that we're using to target our high-volume areas."

> "Our savings are just going to increase over time."

Getting High Marks from Users

Georgetown is committed to a "conservative" MPS approach with gradual infrastructure streamlining. For example, broken printers are removed for good and "low-volume areas are being pulled back in baby steps." Still, benefits have already emerged. Offers Kariawasam:

> "It's all streamlined. It's one call from the user to our help desk and one call from our help desk to Xerox to get the support we need. Our users love it."

Already, utilization has improved, print volumes are decreasing and users no longer grapple with "refill ink" messages.

> "The user has definitely seen the benefits of Xerox's proactive support. The response from Xerox, the support—it's been absolutely fantastic."

Advancing to the Next Level

Having led Georgetown's MPS pilot, Kariawasam is a big proponent of MPS. "If we implement it university-wide, there will be huge overall savings." When asked how he "sells" the value of MPS to others, Kariawasam replies:

"Three things. First, sustainability. Second, the control we have over our print environment. And third, the net dollars saved. Those three things would make the sale for sure."

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