



*"Working together to
fund Washington's future"*

Print Management

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Print Management -- Background

- ESSB 5931 section 308 passed in 2011 required DES to broker “print management contracts” for state agencies.
 - State agencies with total annual average FTEs that exceeds 1,000 shall utilize the print management contract of DES.
 - Agencies with copier and multifunction device contracts that terminate after 1-1-2012 shall use a print management contract
 - The OFM director can approve exceptions.
 - Print management “should” result in savings.

Print Management – Background

(cont.)

- Currently DES statewide contract 02012 provides a WSCA two-tiered contract that offers 6 vendors:
 - Canon U.S.A.
 - Lexmark International
 - Toshiba America Business Solutions
 - Hewlett Packard
 - Ricoh Americas Corporation
 - Xerox Corporation
- DES is working on rules and has developed guidelines for print management.
- A new WSCA contract is in the works that is expected to replace 02012 by its expiration 8/2015.

Dept. of Revenue -- Background

- In September 2013 DOR entered into a contract with Lexmark to provide our multi-function devices (MFD's). Previously we were with Ricoh.
- To date we've replaced about half of our 60 MFD's.
- We've experienced some issues, but we're working with Lexmark to make improvements.
- For the future, DOR is considering if we should include our owned network printers in the Lexmark service offering.
- If we move forward with replacing printers, we will work with Lexmark to provide "print assessments" of our office locations to assess how we should roll out changing our print devices.

Dept. of Revenue – Lessons Learned

- We had to work with our union to make changes for responsibilities of our IS staff.
- Our “service model” changed when we entered the contract, we’re changing it back.
- Planning for “print assessments” would have been helpful.
- People don’t want to give up personal printers!
- Prepare for resistance to change, but it can be a better world.
- Helpful to work with DES (Neva Peckham mostly).

Conclusion

- Savings FY's 2013-2014 > \$33,000
- Good things can come from print management but it takes some thinking through first. We developed a temporary "Governance Group".
- Work with your vendor, make sure they can provide for your current and future needs.
- Prepare for change.
- Competition works!

Questions?

