

SIMPLIFYING COPYING AND PRINTING INFRASTRUCTURE SAVES 40%



CSC is a global IT services company. It provides innovative solutions for customers around the world by applying a mix of leading technologies and its own advanced capabilities including consultancy and outsourcing. Of its 92,000 employees, 3,700 are based in Australia, serving clients such as Allianz, AMP, the Australian Department of Defence, BHP Billiton and GE.

PROJECT BACKGROUND

CSC Australia had grown substantially, both organically – through a number of key business wins – and through a series of major acquisitions. As a result, it had inherited additional offices, assets and staff. In order to optimise its operations and provide consistently high-quality service to its clients, CSC embarked on a programme of rationalisation. One area identified for improvement was the management of its diverse estate of document reproduction hardware – printers, scanners, copiers and fax machines.

An assessment revealed the ratio of printers to people was as high as 1:7 – typical of organisations without a clearly defined output strategy. Over 30% of devices were over three years old, and a number of devices were approaching ten years of age. Clearly, this was adding to the support costs.

As well as increasing the cost of consumables, day to-day management of this legacy equipment was placing a heavy burden on the support function and impacting user productivity. Because multiple print protocols were running across a broad spectrum of devices, it was a real challenge to implement seamless mainframe and network printing. Daily usability problems, such as broken machines, were responsible for a high volume of support calls to the helpdesk.

Furthermore, when users' printing needs or office locations changed, getting access to appropriate devices was time-consuming for user and support team alike. Consequently, individuals were taking matters into their own hands and provisioning their own personal print solutions. Output costs for these solutions were high – typically Aus\$0.30 (US\$0.23) per page for monochrome output, and up to Aus\$2.00 (US\$1.50) per page for colour.

Separately, CSC had decided to consolidate offices, making the ideal opportunity to implement a rationalised print infrastructure.

PROJECT OBJECTIVES

CSC embarked on a radical transformation of its scanning and printing infrastructure, setting ambitious goals for the benefits it sought to achieve:

- Tailored print services for users, wherever they are and whatever requirements they have
- Central control and visibility of print usage and costs, assigned to individual cost centres
- Increased utilisation rates for the entire fleet of output equipment
- Improved availability of print services to reduce the volume of support calls
- Reduced consumables, spares and maintenance costs
- Enhanced user awareness of the impact and cost of their document handling
- Greater flexibility to respond to changing business needs, including provisioning new users

CSC's SOLUTION

CSC implemented its own global Managed Print Services offering to simplify its infrastructure and deliver the increased ease-of-use and reduced support burden it sought.

A full assessment of the output infrastructure identified key user priorities, including duplex printing, colour printing and secure document output.

CSC then defined a standardised print environment to meet these needs, based around a selection of core products, applications and user profiles.

The entire fleet of printers, photocopiers and faxes was reviewed and rationalised. The project management team then conducted an analysis to determine the best locations for equipment, making it accessible for users and enabling them to become more efficient by overcoming their reliance on personal printers.

INGENIOUS

CSC needed a strategy that would rationalise its print environment, enabling it to control costs and more effectively manage document output activities..

PURPOSEFUL

CSC implemented its own global Managed Print Services incorporating processes, technology and governance, which enabled it to rationalise its assets and centralise print support and control.

PASSIONATE

The managed print strategy has produced exceptional cost savings, reduced the business's support burden and has helped users become more productive. Centralised monitoring is now complemented by assured document delivery, and users now have clear guidelines for managing and printing their documents.

SOLUTION BENEFITS

- Total cost savings of over 40% per annum achieved by:
 - Average cost-per-page rate reduced from Aus\$0.19 (US\$0.15) to Aus\$0.09 (US\$0.07)
 - One-third reduction in paper usage
 - Simplification of consumables requirements enabling purchasing savings
 - Reduced management overheads
 - Significant reduction in helpdesk burden
 - Simplified configuration and change management
- Increased visibility of total cost of printing and assignment to individual cost centres
- Increased accountability
- Improved user productivity

Modern multi-function devices, capable of providing services at a controllable cost per page, were installed in the new headquarters. Consolidation of the fleet has reduced the diversity of consumables required; allowing CSC to reduce the money tied up in inventory and negotiate better prices.

At the same time, tools to automate the distribution of updates, automated selfdiagnosis functionality and managed service intervals were put in place. This included the adoption of universal printer drivers across the organisation, to improve the operation of print services and reduce enduser support requirements. As a result, a significant proportion of technical support and maintenance activities are now delivered remotely. This includes web-based control of spare parts and consumables such as toner.

The new infrastructure has also provided the foundation to deploy additional functionality, further improving the user experience and cutting costs. The scandirect-to-email feature has greatly reduced the use of fax to transmit information, saving on telecommunications charges and improving document delivery and tracking.

BENEFITS DELIVERED

Since implementing Managed Print Services CSC has:

- Cut annual print costs by 40%
- Reduced paper requirements by one third by implementing duplex printing as a default
- Standardised on high-performance devices, thereby controlling maintenance and consumable costs

- Introduced standard processes to produce a print environment that is scalable and manageable
- Improved equipment uptime and reduced support calls
- Increased accountability by making print costs more transparent
- Enforced policies and access rights
- Eliminated reliance on high-cost personal printing
- Implemented new performance-enhancing functionality like scan-direct-to-email
- Reduced the cost of consumables and inventory

The platform that CSC has put in place provides the adaptability that the business needs, while freeing up the IT team from day-to-day maintenance - allowing them to focus on delivering other business benefits. The offices are now well positioned to respond to changing business needs, with an output environment that can evolve in a planned and controlled manner. Managers can now be proactive in their control of printing assets, thanks to centralised monitoring and accurate assignment of print costs to departments and even individuals.

“Rationalising our print strategy has generated real benefits from significant cost savings to improved turnaround and output performance,” says Matthew Day, Vice President Finance and Administration at CSC. “We’ve shown how easy it is to enhance the working lives of users, while taking control of our print resources and ensuring they are capable of supporting the future needs of the business.”

“By centralising our print management, we have made significant cost savings and enabled our users to work more productively than ever before.”

Matthew Day, Vice President Finance & Administration, CSC

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