

The Managed Print Services solution shows how the City of New York relies on strategic partnerships to optimize value and get work done.



Our Challenge

With over 8 million residents, the City of New York is the most populous city in America.

Dozens of agencies keep the City's five boroughs running, providing everything from the Police and Fire Departments, to health clinics, to Parks and Recreation.

Behind the scenes, thousands of print devices provide assistance. For years, each City agency managed its own printers, with no centralized control over purchases, usage or costs.

The City of New York was looking to transition from a decentralized, unmanaged environment to a centralized, managed environment that would consolidate devices, save taxpayer dollars and bring transparency into its operations.

Our Solution

The City is following leading practices and rolling out Xerox® Managed Print Services. It has only begun and is already saving an average of over 49 percent per agency.

Participating agencies have also consolidated billing, made printing more secure and improved insight into print operations, so the City can make better operational decisions.

Agencies in a large city like New York rarely use the same technology. Just the fact that Xerox is able to successfully provide different agencies with the same solution is huge.

Our Results

- \$2 million in total annual savings to date
- One-third of City agencies are in process or fully implemented
- 49% average savings per participating agency
- Centralized document management for 24 City University of New York (CUNY) campuses
- More than 51% reduction in print equipment to date, with over 2,200 devices currently under management
- Participating agencies have seen an average of 70% reduction in energy use, 68% decrease in solid waste, 71% decrease in greenhouse gases
- Average equipment user uptime of 99.8%

Primary benefits are millions in savings, the dramatic reduction in the variety of toner that needs to be stored, the replacement of older units that were becoming troublesome and a more engaged support team.



A Melting Pot of Needs

Print management was not consolidated across any of the 38 agencies, and most agencies were not actively managed at all. There was a range of different manufacturers and no real standards or guidelines. To address these and other inefficiencies, the City of New York turned to Xerox® Managed Print Services (MPS).

Making a Brand-New Start of It

Xerox is rolling out New York City's MPS solution on an agency-by-agency basis, with the goal of ultimately converting all City departments that choose to participate. Each implementation begins with a Xerox assessment coordinated by the City's Office of Citywide Procurement. Xerox establishes a baseline of how much the agency is spending on print and how much they should expect to save moving forward if they transition to a managed print environment.

To date, 12 agencies are in process or fully implemented. In addition, there's a similar implementation path at the 24 schools of the City University of New York. With each rollout, Xerox helps with change management, providing a framework and training to make the managed print transition as smooth as possible.

Results, Practically in a New York Minute

Although the implementation is only partially complete, the City is already enjoying significant improvements. Participating agencies have replaced hundreds of stand-alone desktop printers with shared, networked devices, trimming their print fleet to date by over 51 percent. Energy use and greenhouse gases are approximately 70 percent lower. And costs are lower.

Participating agencies have already saved an average of 49 percent, 2 million dollars to date. When it goes Citywide, it could save over 8 million dollars a year.

Process efficiencies are also being realized: the City was ordering dozens of varieties of toner and having to keep it all in stock. Now Xerox handles it.

The City's Office of Emergency Management is a prime example of this benefit. The department is seeing a reduction in the variety of toner that needs to be stored, reduced costs, replacement of older units that were becoming troublesome and a more engaged support team.

There's also a productivity gain for the people in payment and billing. The City creates a single yearly purchase order and one monthly invoice from Xerox. The fiscal people benefit from getting just one invoice and can see exactly what was printed. Because print management and reporting are centralized, the City has a newfound transparency into print operations.

The City gets reports saying who's printing what, why they're printing and what it's costing. It's a whole new level of intelligence. Agencies can make educated decisions and put together policies. It opens doors to all kinds of optimization and improved workflows.

Keeping Printers Up for the City That Never Sleeps

The requirements of each City of New York agency are very unique, so Xerox provides customized services for each site. For example,

Xerox® Secure Print Manager Suite, which involves password-protected printing, is a default function for Children's Services, but optional at other agencies.

The New York Police Department and other uniform agencies need 24/7 print services, whereas other agencies only operate during business hours. Some agencies deal with mailings, so they need envelopes. Others are printing photos or court documents. It's a diverse range.

Xerox optimized the entire NYPD printing environment. They had thousands of devices. Now they have hundreds and are able to do a lot more with them. Xerox also took a huge workload off the IT staff. Instead of managing supplies and support, they're keeping their focus where it belongs—on police work.

As the MPS rollout progresses, technologies such as scan-to-email, mobile print and print governance are being incorporated as needed. However, every agency is benefiting from optimal security, including automatic daily overwriting of hard drives and compliance with the City's stringent network security standards.

The value of MPS is evident: the City rationalized the equipment it has, and it has saved money and made life easier for its people.

The City of New York relies on strategic partnerships with Xerox and others to help get work done. And the Managed Print Services solution is a great example of such public-private teamwork.

The City is achieving its goal of a managed print environment. It's implementing best practices, gaining financial benefits, environmental benefits and management benefits. It's New York City. It has to be number one.