



▶ Demystify Your Printing

Emtec's PRINtec managed solution helps Unity Bank resolve its print management dilemma.

Why is the sky blue? Does Bigfoot exist? Why do hotdogs come in packs of 10 and buns in packs of eight? These are just a few of life's great mysteries.

Here's another: How much money does your company spend on printing and copying?

Like countless other organizations, Unity Bank was puzzled by that final question. Beyond the obvious expenses for the hardware itself and consumables such as paper, toner and ink cartridges, it was difficult to accurately identify ongoing hidden costs for maintenance, service and support calls, and lost productivity when devices failed.

Mark Dirato, the bank's vice president of information technology, was determined to unravel this mystery and gain control of the bank's print spending. With help from Emtec Inc.'s new PRINtec managed print services, Unity Bank has cracked the case.

"Our studies show that going to Emtec's print management solution is saving us approximately 44 percent in operational and consumable costs," said Dirato. "If you take into account IT's time for troubleshooting and help desk calls, the number is even higher. That has been a big deal to the executive management of the bank. They wanted to reduce the cost of printing & copying."

Regaining Control:

Although the dream of the paperless office still lingers, the reality is that printers, copiers and fax machines remain as essential to office productivity and communication as they have ever been. Unity Bank staffers depend upon nearly 75 such devices in 17 full-service branches located throughout central New Jersey and eastern Pennsylvania.

While a printing and copying infrastructure must satisfy the needs of the business, Dirato recognized that it must do so without incurring a disproportionate management and support burden. That's why he called on Emtec.

"A lot of the issues we were having stemmed from the fact that we had no centralized control over these machines," he said. "With 17 branches, it was a bit of a free-for-all in regards to ordering supplies, requesting maintenance and contacting vendors. "People in the branches would order six or seven toner cartridges at a time. Some of them would get thrown out by accident because someone thought it was used. Or they'd loan them out to other branches and then order another six or seven. It was the same with repairs. We'd get repair bills on printers that had been serviced just six weeks earlier. With no central control over the vendors, we had no accurate way to determine if we were being charged correctly."

Turnkey Solution:

Aln truth, that is a common scenario in most organizations today. Surveys indicate that few IT managers know how many printers and other peripheral devices are in use throughout their organizations. Experts claim that printing expenses per employee are often as much as telecommunications costs, and that many firms spend 1 to 3 percent of revenue on printing. Despite this huge expense and its impact on profits, most organizations just view it as "the cost of doing business" since it is nearly impossible to control without the right information and tools.

That is exactly what Emtec's PRINtec solution is designed to provide. The turnkey system helps organizations contain costs, consolidate hardware, centralize management and free up staff time with a unique combination of Web-based productivity analysis and hands-on service. Per-print pricing that includes both supplies and any service or repairs ensures that printing costs become predictable, manageable and verifiable.

"It is a true, functional outsource," said Emtec Vice President Marc Fertik. "Unity Bank has essentially shifted responsibility for all supplies, maintenance and service related to their fleet of HP printers and other peripherals to Emtec."

Keeping Watch:

Emtec monitors all of these devices through the use of the PrintSolv software solution. One component of PrintSolv is a USBdrive assessment tool that provided Emtec with a complete inventory of the global printing network, as well as usage figures for each device, all within a matter of minutes. With that information, Emtec was able to develop accurate price-per-page printing information, tailor service contracts to fit usage patterns and recommend changes that will save the bank money and lower total cost of ownership.

PrintSolv software also features a data collector agent installed on the bank's network. The agent runs as a Windows service in the background, collecting usage and supply information about peripherals around the clock and transferring that information to Emtec across the Internet. It uses one-way communication only, so no personal or user data is collected.

When toner levels fall to a preset level — 30 percent, for instance, for most devices and perhaps as high as 50 percent for mission-critical devices that receive heavy usage — the software agent generates an e-mail alert to Emtec technicians. This ensures that supplies will be delivered well in advance of the point at which the device actually runs out of toner. The agent also collects service history information, allowing Emtec to determine if a device is experiencing more trouble than expected.

These constantly updated usage statistics are contributing to a consolidation effort that will further reduce the bank's printing TCO by allowing it to phase out underutilized devices. In addition, Emtec worked with GE Capital to

facilitate agreements that allow Unity Bank to lease and deploy HP multifunction printers (MFPs) to the branch locations. With the ability to copy, print, scan and fax, the MFPs enable the bank to further consolidate by replacing multiple devices in several branches. Emtec also provided cabling services for the new MFPs, as well as conducting training sessions at each branch.

"Emtec has been great to work with. I'd recommend them," said Dirato. "They have really streamlined this operation. They are a one-stop shop, which has reduced the bank's responsibility for vendor management. I only have to manage one contract, and there is just one number to call. If there's ever any kind of issue, all our users know to call Emtec."

PRINtec is a logical fit for many printing environments. It offers organizations the flexibility to upgrade to current technology, get supplies management under control and maximize budgeted dollars.

Emtec can help companies:

- ✦ Purchase or lease hardware with flexible terms.
- ✦ Pay only for the supplies used, eliminating wasted consumables and dollars.
- ✦ Have one vendor for all printing and imaging needs, such as support, preventive maintenance, and automatic supplies replenishment.
- ✦ Control administrative costs through simple one-stop service with one monthly payment to one vendor.
- ✦ Track printing costs so that they can be billed to the appropriate entities.
- ✦ Manage large printing and imaging fleets with minimal effort.
- ✦ Appropriately deploy printers and copiers for optimal utilization.
- ✦ Customize hardware placement by department, workgroup or users so that employees have the printing devices they need.
- ✦ Upgrade current hardware with the newest technology — and save money in the process.

About Emtec: Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.