

EXECUTIVE SUMMARY

New, powerful document distribution and management advances place imaging and output resources in an important role within critical business processes. These processes may be vertical, such as brokerage accounts, insurance claims, and FDA drug applications, or horizontal, such as invoicing and HR documentation. As a result of these trends, imaging and output resources are now being included in efforts to align business goals with IT and in efforts to maximize the return on all IT resources.

In the large organizations IDC studied, we found significant benefits in terms of cost savings and improved user productivity when steps were implemented to optimize their imaging and output infrastructure. These benefits included the following:

- Significant hard cost savings, ranging from 8% to 41%, were realized from a combination of reduced hardware, supplies, and maintenance spending as well as lower IT support costs.
- Benefits beyond hard cost savings were reported as the biggest and best part of implementation. They included:
 - The availability of real-time usage data as a basis to make decisions and show actual cost reductions
 - Much-increased user satisfaction from a now balanced deployment
 - The change in user behavior enabled through usage reporting, which made users more conscious of what and how much they print.

IMAGING AND OUTPUT INFRASTRUCTURE IN TODAY'S ENTERPRISE

Significant Costs from Failure to Manage

When organizations studied for this White Paper began the process of assessing their imaging and output infrastructure, most discovered significant unnecessary costs due to inefficiently deployed devices, a fleet of outdated and difficult-to-maintain devices, and excessive supplies costs. One organization found it possible to eliminate more than 10,000 unnecessary print and fax devices. It now has a goal of reducing the number of printers from 18,000 to 2,000. The reduction will include 10,000 low-end printers representing more than half-a-dozen vendors. In addition, all standalone fax machines will be eliminated. The printers and fax devices will be replaced by approximately 300 HP multifunction printers.

Each of the nine enterprises studied for this White Paper found significant cost savings in their imaging and print infrastructure, but the first step starts with a formal assessment. Other IDC studies have found that few large organizations have conducted any type of assessment of their imaging and print resources. IDC research has found that:

- Few organizations have conducted formal assessments of how to optimize the deployment of their workgroup printers, copiers, and MFPs for cost reduction and worker productivity. Those that have conducted assessments typically have done the work with internal resources that are unlikely to produce the optimal results that are achieved by formal assessments conducted by specialized third parties.

- Most IT departments do not know how many hardcopy devices are in their enterprises because of fragmented purchase decision making by line-of-business management, IT, and purchasing or operations.
- Most organizations do not know that hardcopy device utilization rates are at 5%, that 12 to 25% is optimal, and that they are incurring opportunity costs through underused footprints and associated supplies storage.
- Few organizations routinely track hardcopy costs companywide.
- Few organizations know that aged devices cost more in IT support, maintenance/parts, and toner; are less network-manageable; and lack advanced features/functions.
- Less than a third of organizations track IT help desk and support costs related to hardcopy.