

CAPITA

Capita Managed Print Service

For a cost-effective, high-quality print infrastructure



A complete service offering

The Capita Managed Print Service is based on our 'Four-stage Consult, Design, Build and Operate Lifecycle Model' (Figure 2). We will work closely with your organisation to fully understand your print requirements and design a new print solution to lower costs and improve service quality. During the print transformation, we will ensure minimal impact on – and maximum benefit for – users. With the optimal print infrastructure in place, we will provide a high-quality support service to maintain and monitor the print infrastructure, highlighting any improvements that can be made.

- **Manage and Improve:** Maintaining an optimal print infrastructure is the key to delivering long-term benefit –monitoring provides performance analysis and drives improvement
- **Print Transformation:** The print transformation focuses on cultural change and the user experience to ensure users understand the change taking place, and how it will benefit them

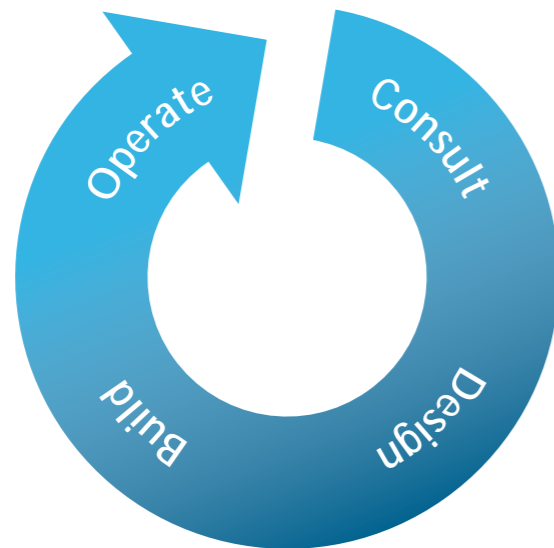


Figure 2:
Capita's Four-stage Consult, Design, Build and Operate Lifecycle Model

What's included?

Capita's Managed Print Service comprises the following service components and can be tailored to meet the specific needs of your business:

- Print audit
- Solution design
- Print transformation
- Management and support
- Print administration
- IMACs
- 'Follow Me' printing
- Access control and secure printing
- Procurement
- Invoicing
- Usage reporting.

Today, reducing the environmental impact of a printer fleet is just as important as saving cost. Paradoxically, the two usually go hand in hand.

- **Print Audit:** A print audit establishes the existing printing profile, including a 'Cost-Per-Page' to provide a baseline for moving forward
- **Solution Design:** A new print solution, with the right balance of printers and Multi Function Devices (MFDs), is designed to reduce the Cost-Per-Page and provide a better quality of service



Business benefits summary

The Capita Managed Print Service:

- Rationalises your document output infrastructure, in turn lowering your total cost of ownership and increasing the quality of your printer, copier, fax and scanning facilities.
- Helps reduce print production costs by up to 40% and eliminate device duplication.
- Provides an optimal print infrastructure to meet the needs of your business without the need for an upfront capital outlay.
- Delivers a full asset inventory to ensure you know what assets are at your disposal.
- Supports an internal cross-charging mechanism to allow users to be charged according to usage.
- Maximises throughput – and employee productivity – by eliminating print queues via 'Follow Me' printing to enable users to send print jobs to a central queue and print using their nearest device.
- Provides a platform for document management by enabling print and copier devices to be managed as part of your IT infrastructure where they can be integrated into business processes.

13% – 40%

IDC reports that savings of between 13% and 40% of current costs can be achieved through a strategic printing solution.

Further information

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