

# Emerging Trends in Document Technology

do **More** with Less

A case for building a document  
technology strategy



# Challenges of the Past 5 Years

- Budgets under attack
- Increase personal and workgroup productivity
- Board rooms to workstations
  - “Do more with less”
- Investments needed to **“Transporting”** information across the enterprise
  - IT infrastructure
  - Networks
  - Security
    - Common initiatives for transporting information throughout the enterprise
- On ramps and Off ramps needed for **“Distributing”** information
  - Scanners, faxes, printers, print and email servers, multifunctional devices – desktop & workgroup



# Realities of How Dollars Are Invested

- IT infrastructure procured by; IT
- Document technology procured by;
  - Operations
  - Facilities
  - Department personnel
- Result
  - Hodgepodge of fragmented, standalone devices (on ramps & off ramps) not all are even connected to network



# Resulting Outcomes

- Challenges the ability to deliver on promise of increased productivity and lower costs
- Challenges the maximum ROI of procured device
- Device population of mismatched underutilized technology creating user contentions, excessive network traffic, and help desk intervention all leading to increased costs and less vendor accountability



# Developing a Document Strategy Through Understandings of Emerging Trends

Managed Print Services

Workflow Processes

Print Tracking

Resurgence of CPC and Bundled Agreements



# The Case for Document Technology Strategy

- **Reconciles** IT and Document Technology that maximizes ROI
- **Enables** organizational support to do more with less by utilizing emerging technology to transform workflow processes – reduce costs
- **Reduces** TCO by consolidating number of devices and associated maintenance cost
- **Simplifies** operations, reduces the number of vendor contracts; leverages buying power and vendor accountability



# Emerging Trend One: MPS

- MPS – Managed Print Service
- Is it viewed as a Service or as a Strategy?
  - No Clear Definition
    - Common criteria to that of copier service model
    - Component of a larger strategy or separate offering
- Internal Policies & Procedures
  - You cannot measure what has not been tracked
  - Contract must reflect measured results over desired outcomes
  - Unique to each District, not a one size fits all
    - Cannot be executed same as a device RFP

# Managed Print Services





# Step One of Many; Independent Assessment





# Emerging Trend Two: Workflow Processes

- Scan and Print
  - Equally important to the other
  - Combined third party offerings
  - **Current Challenge**
    - Too many third party offerings not yet consolidated
- Mobile Printing
  - Will get more confusing before it gets better
  - Large range of options
  - **Current Challenge**
    - Multiple mobile apps need customer rules and clarifications as to which app to use – desktop vs. work group rules
- Cloud Based Repositories (Drop Box, Google Docs)
  - Scanning information to store in a repository
  - Access that information from the scan device with print capability
  - **Current Challenge**
    - Need for tightening the nexus between mobile device and cloud repository and scanning and output device



# Emerging Industry Trend: Three Print Tracking and Assessments

- You cannot Measure What is not tracked
- Server loaded software that collects data from each IP address
- Local Printer Void
- Offers many variables for interpreting the data
- Can be purchased by end users
- Requires understandings of data to make strategic decision making in accordance with Document Technology Strategy
- **Current Challenge**
  - Local printers
  - End user administrative rights allowing view of all data – this is not a software challenge!

# Emerging Industry Trend Four: Resurgence of CPC and Bundled Agreements

- General terminology or specific definition
- Hard to track
- Hard to manage in Admin by department allocation
- Allocation of resources to evaluate upgrade
- Lease document and billing period consistency
  - Different billing date for each contract
  - Billing dates for each agreement individually change
- Win for the Foundation RFP
  - Separate components are traceable and identifiable to each device
  - Invoicing accuracy

# Document Technology Strategy is an Evolution not Revolution

- Building a Document Technology Strategy
  - Not strictly a set of purchasing objectives
- Collaborative Process
  - Internal
    - IT, operations, facilities, finance, department managers
  - External
    - Industry Consultants, vendors, member organizations – FCCC
- Time invested or Time spent
  - Best value intermediate alternative
    - FCCC RFP
    - Vendor participation
    - Independent Assessment

# Summary

- Develop a Short Term & Long Term Document Technology Strategy thereby not adding to the hodgepodge
- Become the expert of an interim “Go To RFP” that offers a best value outcome . Foundation RFP offers this
- Utilize Independent Assessment tools and services
- Collaborate enterprise wide prior to moving with only departmental needs in view
- Separate current deliverables for emerging trend offerings from fads and vaporware –run the sustainability test