

MANAGED PRINT SERVICE AT FERMI

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MANAGED PRINT SERVICE (MPS) GOAL

Deploy a site wide optimized modern print service at reduced cost consistent with industry best practices that meets the needs of the laboratory.



WHAT DOES THIS MEAN?

Managed Service – Fermi has contracted with Dell to provide this service for the lab as a whole, for most imaging devices. This service includes -

- Toner
- Parts
- Maintenance Kits
- Support issues
- Installation
- Print Queue Management
- Monitoring
 - Proactive toner replacement
 - Proactive detection of device issue
- Will support new devices and legacy devices.
- Establishing a Service Level Agreement (SLA): measure of support response and activity meeting certain agreed upon values



Cost



Functionality



Support

WHAT DOES THIS MEAN?

- **Print** – This covers all ‘normal’ imaging device needs.
 - Catalog of Supported Imaging Devices
 - Legacy devices in place now and carried into the new service.

WHAT DOES THIS MEAN?

- What is not covered by the Managed Print Service?
 - Wide format devices
 - Special purpose devices (e.g. book scanners)
 - How are they covered?
 - Continued to be covered as they are now..
 - Support available through Service Desk.
 - Consumables are your responsibility to purchase.
 - If need vendor support, may have to pay extra.

WHAT DOES THIS MEAN?

This does not include paper. Paper will still have to be bought by the areas that are using the imaging device.

Division/Centers/Sections Pay for –

- Paper
- Special Purpose Devices
- Wide Format Devices

PRINTING AND COPYING SERVICES FROM VMS

- High quality, high speed printing in color and B&W, for large or small volumes (**B&W is free**)
- Booklet making and binding (perfect bound, saddle stitch, corner staple, double staple and spiral)
- Variable data printing, such as address labeling
- Wafer sealing for mailing
- Folding and three hole punching
- B&W and Color Document Scanning to PDF or JPEG
- Dozens of paper colors, sizes and weights
- Poster printing and mounting
- Glued note/scratch pads

**Call extension 3349
for more details or visit
www-visualmedia.fnal.gov**

WHAT IS A SUPPORTED IMAGING DEVICE?

- Printer or Multi-Function Device (MFD) listed in our catalog (total ~28)
 - EPEAT compliant
 - Dell, HP, Ricoh
 - Black & White, Color
 - 11x17 capable devices
 - MFD : Printer/copier/scanner/fax
 - Varying throughputs supported (duty cycles)
- These will be listed in the online Technology Store in the future.



Cost



Energy
Use



Support

WHAT IS CHANGING?

- Reduction in total number of machines and variety that are onsite
 - Save on consumables, support costs, energy.
 - Replace older devices, out-of-warranty, hard to support or find parts for.
- Many new devices have been ordered. (ones that remain in place now, will be replaced with catalog items when needed)
- Functionality consolidated when possible (1 printer + 1 scanner + 1 copier = 1 MFD)
- Devices will be located in common areas (mostly), not in individual offices.
- Devices will be set by default to; B&W, Duplex, Draft Mode



WHAT IS NEW?

- Secure Print capability
 - Print to a special print queue.
 - Walk up to any printer onsite that supports this functionality (not all will).
 - Scan your badge at the imaging device.
 - Your printouts come out at that printer.



WHAT IS NEW?

- Monitoring
 - More accurate accounting of who prints what where.
 - Toner levels in imaging device – can proactively replace when getting low.
 - Error states monitored centrally and proactively addressed.
- Consider if something really needs to be printed.
 - For example - how many times do printouts for meetings go straight into the recycling (or trash!!)



WHAT DO YOU NEED TO DO?

- Areas where new devices were ordered
 - FCC
 - TD – IB complex
 - AD – buildings behind WH
 - WH
 - Fire Station
 - Security Office
 - Building 327/Furthest East CDF Trailer (LBNE)
- Rest of Fermilab will be addressed after above areas are installed.

WHAT DO YOU NEED TO DO?

- Not much.

WHAT DO YOU NEED TO DO?

- Print Queues will change, Print Queue Server will change
- For Mac Users – drivers for each imaging device in the catalog will be automatically loaded through Casper (10.7, 10.8)
- For Linux Users – drivers for each imaging device in the catalog will be available as an RPM
- For Windows Users – new central print web page will allow you to understand the mapping from your old queue, to the new one.
- Support will be available locally to help with this.

WHEN WILL THIS HAPPEN?

- Imaging Devices all ordered, most have arrived.
- Infrastructure is being stood up (even as I speak).
- FCC will be migrated first.
- There will be a settling in period.
- There will be a plan/timeline for everyone else which will be posted for viewing.

QUESTIONS?



BACKUP SLIDES

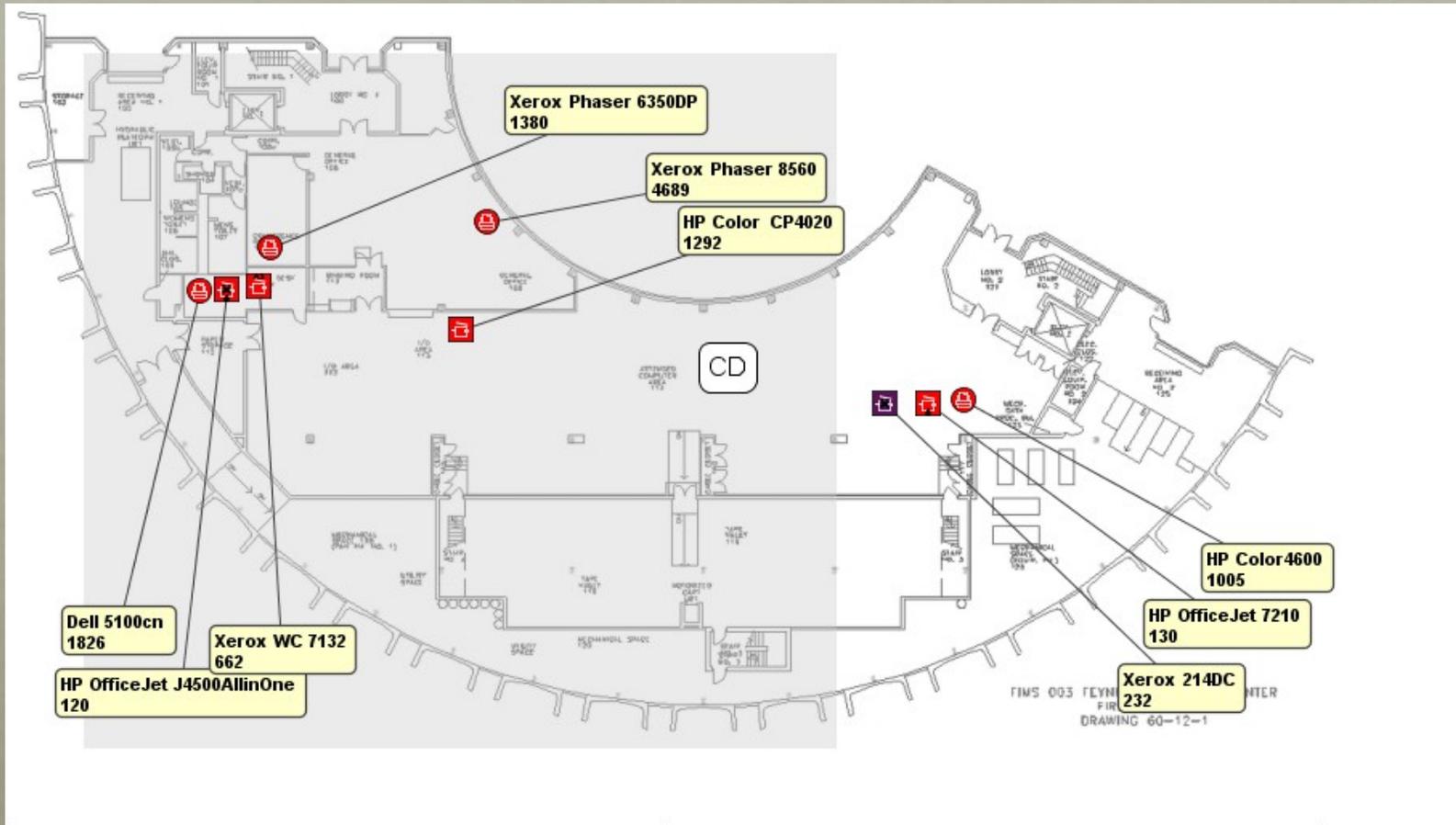
CURRENT STATE

- Assessment from Fall 2012, 40 buildings, 130 floors
 - Assessment updated Summer 2013
- 662 printers
 - 30% utilization (90% industry standard)
 - 283 different models (15 industry standard for FNAL)
 - 30% are standalone (10% standalone industry standard)
- 691K pages printed each month
 - 50% color (5% industry standard)

CURRENT STATE

- Old printers are energy inefficient and lack modern features such as secure printing
 - Average printer age is 6 years, some at 20+ years
- No central monitoring or servicing
 - Many separate maintenance contracts
 - No coordination of consumable purchases

FCC-1 (CURRENT: 3 MFD, 5 PRINTERS, 1 INKJET FAX)



FCC-1 (FUTURE: 2 MFD, 1 PRINTER)

