ANNEXURE F3

RT3-2018 Managed Print Service Analysis Questionnaire

Managed Print Service (MPS) is a programme offered by print Service Providers to manage the State institution's printing devices, including scanners, faxes and copiers. MPS enables State institutions to improve efficiencies, productivity and information security, by monitoring usage; replacing consumables and meeting the State institution's printing needs. The features of managed print services vary by Service Providers, but it can offer many of the below benefits to large and small State institutions.

MPS begins with a printing requirements assessment which is followed by a partial or complete replacement of existing hardware. From that point, the Service Provider oversees and services hardware and provides parts and supplies. An MPS Service Provider will also monitor and report on usage, problems and user experience.

There are about seven (7) key benefits of managed print service:

1. Saves time and improve efficiencies;
2. Reduce costs and saves money;
3. Improve productivity in State institutions;
4. Reduce capital expenditure and improve cash-flow;
5. Reduce State institution's environmental footprint;
6. Allows State institution's to be more agile; and
7. Improve State institution's information security.

There are three (3) options that State institutions can select from which will be informed by the analysis of the printing environment.

Option 1 - Full print management including:

- Print, copy, fax and scan tracking;
- Reporting of usage by device, user and cost centre;
- Limit abuse and wasteful expenditure through a centrally managed secure printing and copying with pin code release;
- Follow-me printing;
- Rule-Based printing to reduce printing costs further by implementing rules such as forced monochrome and duplex printing; and
- Secure scanning to limit any confidential information leaving the State institution.

Option 2 - Print only management including:

- Only print tracking;
- Reporting of usage by device, user and cost centre;
- All security features to be setup by the Service Provider on the device and cannot be implemented or managed centrally; and
- Rule-Based printing to reduce printing costs further by implementing rules such as forced monochrome and duplex printing.

Option 3 - Device level monitoring and reporting:

- Print Tracking; and
- Device based reporting.

It is not advisable to have more than one (1) Service Provider for MPS

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(TO BE COMPLETED BY THE END-USER WITHIN A STATE INSTITUTION)

State Institution : _____

Division within State Institution : _____

Address : _____

_____

_____

Name & Surname of End-User : _____

End-User email Address : _____

End-User telephone

Or cellphone numbers : _____

Is your institution interested in a managed print environment?	Yes ☐	No ☐
Does your institution have the need to control its printing budget?	Yes ☐	No ☐
Does your institution require usage measurement tools?	Yes ☐	No ☐
Does your institution require a well-constructed print policy?	Yes ☐	No ☐

If your institution answered YES to at least two (2) of the above questions it is a suggestion that your institution continue to answer the below questions related to a Manage Print Solutions (Service):

1. How many document output devices are leased? _____
2. What is the maximum monthly volume prints _____and average 6 months volume prints?_____
3. How many devices are on a cost per page contract?_____
4. How many devices were purchased outright? _____
5. What was the average purchase price? _____
6. How many Suppliers do you currently deal with for hardware, supplies, and service?_____
7. How many invoices do you receive each month for hardware, supplies, and service?_____

8. What is the current method for measuring total cost of document output?_____

9. How many users in your institution do you currently have? _____

10. What percentage of the devices, if any, is currently under an MPS contract?_____

11. If applicable, what does your current MPS contract(s) include?

_____

_____

_____

_____

12. What are your overall goals and expectations for your MPS project?

_____

_____

_____

13. What processes do you expect to streamline or improve (e.g. meter collection and billing, supplies fulfillment, etc.)?

_____

_____

_____

_____

14. Are all your institution's devices connected on the same network or different networks?
Yes ☐ No ☐

If different, please explain? _____

_____

15. Do you have a print server? Yes ☐ No ☐

16. How many sites does your institution have? _____Can you supply addresses of the sites? Yes ☐ No ☐ *Please provide a separate list to the Service Provider*

17. Does your institution have an integrated Active Directory (AD) with which software can integrate for MPS?

    Yes ☐ No ☐

18. How far are the printing devices from the network point?_____

    If a network point has been provided please provide IP address, Subnet mask, gateway and Simple Mail Transfer Protocol (SMTP) address (or contact details of onsite IT support)

    _____

    _____

19. Number of users who needs to be linked to the printer:_____

20. Please stipulate your printing expectations:

    20.1 Copy;
    20.2 Print;
    20.3 Scan to –email;
    20.4 Scan to folder;
    20.5 Fax;
    20.6 Any other:_____

21. Will your institution be interested in a central print solution (secure "follow me print"), print release via pin code, card reader or biometric?

    Yes ☐ No ☐

22. Will your institution be interested in a reporting system (user level print/copy job management)?

    Yes ☐ No ☐

23. Will your institution be interested in an electronic toner ordering/electronic meter count collection/electronic call logging?

    Yes ☐ No ☐

Completed at _____on this_____of_____
(State institution's location) *(Day)* *(Month & year)*

End-user Signature_____ date_____

Note: Service Provider and Participant are still to engage for better understanding of the printing requirements and an analysis of the printing environment must still be conducted by the Service Provider.