

“Before Managed Print Services, we didn’t have a good idea of what we had or who was printing what. Now, our departments can make better decisions based on true data, rather than guessing. This not only helps the organization, but also helps each department work smarter and faster.”

—Mike Jann
IT Director
City of Greenville, SC



Our Challenge

“For years, our printers were scattered across 15 City departments, with no central control. We had 72 different models from eight different manufacturers and the average age of our devices was close to 10 years. The IT Help Desk was expected to support all of them, but printer support wasn’t a primary area of focus, and the Help Desk staff did not have the necessary training to fix the problems that were arising from an older printer fleet. Meanwhile, costs were increasing, but no one was tracking what was being spent on printing or toners. The infrastructure was a challenge.”

Our Solution

“Xerox assessed our infrastructure and implemented Managed Print Services (MPS). It’s the first municipal MPS solution in South Carolina. Our aging printers were quickly replaced by shared multifunction devices and our print fleet was streamlined. We offloaded our Help Desk burden to Xerox, so we’re not tied up trying to deal with hardware we’re not equipped to fix. We’ve lowered our print costs, but the real value to the City is access to data. We now have information about printing that we can leverage for even greater savings and efficiencies.”

Our Results

- Centralized the management of municipal print operations across 15 City departments
- Cut average cost-per-impression by 49%
- Reduced total printing devices by 23%
- Streamlined the number of device models by nearly 50%
- Improved protection of confidential documents with Secure Print
- Shifted IT group’s focus from printer support back to IT
- Gained insights into print usage and costs through centralized data collection and analysis

“Because the documents we print in HR, Accounting or the Police Department can contain confidential information, they can’t sit on a printer unprotected. With Secure Print, nothing is printed until a user authorizes its release with a four-digit passcode.”

—Jill Horne
Technical Project Coordinator
City of Greenville, SC



City of Greenville and Xerox: South Carolina’s First Municipal Managed Print Services Solution Delivers Lasting Results

Home to over 61,000 residents, Greenville, South Carolina can’t let anything get in the way of city services, least of all printing.

The Police and Fire Departments can’t wait for a printer to be repaired. The IT group can’t spend their time replacing toner cartridges. And the Health Center can’t worry about the vulnerability of sensitive documents. Fortunately, they don’t—because Greenville has implemented Managed Print Services (MPS) from Xerox.

Knowing What’s Going On. And What Seems Off.

Not long ago, Greenville’s printers were a decentralized cacophony of 72 different models from eight vendors, lacking both monitoring and management.

“We didn’t have any information about what we were dealing with, about how much or who was printing,” explains Mike Jann, Greenville IT Director.

“The toner was purchased by printer owners, so we couldn’t tell who ordered what, and we had no understanding of our total number of devices or total print costs.”

Greenville found a new approach with Xerox. Xerox assessed printers in 15 City departments using Xerox® Device Agent. Among the notable discoveries? Low utilization across the board and an average age of almost 10 years—“so old they were costing us more than they were worth.”

“We were flying blind,” adds Jill Horne, Greenville Technical Project Coordinator. “Now, with Managed Print Services, we can go to one place to find any information on any printer in the City. It’s access we didn’t have. We can provide data to the department directors so they can make smarter decisions about printing.”

Keeping Documents Under Lock and Keypad

Like any municipality, Greenville often prints sensitive documents, such as payroll reports, employee reviews, HIPAA forms and police records. Security is paramount.

“When we talked about taking printers off desks, people were really concerned,” Jann says. “They were concerned their documents would sit at a printer where somebody could pick them up by mistake.”

“Secure Print took that discussion off the table. The document doesn’t print until you get there and type in a code. It’s similar to having your own printer.”

“Once people saw how it worked, they felt a strong sense of security, so it actually helped with our transition.”

Xerox also contributed to Greenville’s acceptance of the new solution. Says Horne, “Xerox would provide training or meet with people and sell the benefits of Managed Print Services, showing them how it would cost less and be more efficient. It was very helpful.”

Focusing on IT, Not SOS

While Managed Print Services helps Greenville stay in the black, another benefit is eliminating red tape for the City’s IT group:

“Our Help Desk could handle limited break-fix tasks like cleaning rollers or replacing drums,” Jann says. “Beyond that, we didn’t have the right tools or training to troubleshoot devices that weren’t working.”

“Now, Xerox handles that. The burden is off us and my staff isn’t tied up trying to fix printers. They’re free to work on other things.”

“Today, it’s clearer what needs to happen if there’s a printer problem,” offers Horne. “We call a technician and it’s resolved in a day. There’s much less downtime and the departments feel the benefit of that.”

Digging Deeper Together

As a next step, Greenville is partnering with Xerox to uncover additional efficiencies, claims Jann:

“Xerox has a willingness to work with us to gain a deeper understanding of what we’re doing, so we can save even more time, effort and money.

“Too often, we forget the funds we utilize are public funds. We’re entrusted to handle them. Even though the public may not know it, we’re taking care of those dollars as best we can.”