

Managed Services



“OKI Printing Solutions stepped up to the plate as the only printer manufacturer to examine our printing infrastructure closely enough to develop a series of printing solutions that specifically addresses our needs and saves us money. They are more than a vendor. They are a partner.”

Jim Ingalzo
Technology Manager,
Pennsylvania Office of Attorney General

Pennsylvania Office of Attorney General expects a 21% reduction of printing costs²

Situation Overview

Spanning over three centuries of service, the Pennsylvania (PA) Office of Attorney General is one of the oldest public offices in the United States. With homeland security a major priority, the sharing of data between federal, state and local law enforcement agencies has become more critical than ever.

For this reason, the PA Office of Attorney General made a commitment to decrease costs and to improve the efficiency of its information technology—starting with an aging fleet of 1,000 printers scattered throughout the Commonwealth. “A directive from Attorney General Tom Corbett is for the PA Office of Attorney General to be the leader in IT across the country, bringing maximum efficiency, innovation and return on investment (ROI),” says Jim Ingalzo, Technology Manager for the PA Office of Attorney General.

The Challenge

Most of the printers were not linked to a network, so it was impossible to track toner consumption, capture printing utilization and manage daily help-desk questions.

The PA Office of Attorney General wanted to get a handle on all of its printing needs and then develop a long-term strategy for more efficient and cost-effective printing. An objective and thorough assessment was necessary in order to get a clear competitive view of the available choices within the industry.

In seeking a solution to meet this challenge, Jim Ingalzo considered many potential vendors—but it was Managed Services from OKI Printing Solutions that fit the bill perfectly. “They stepped up to the plate with their willingness to solve our printing challenges,” says Jim, “and delivered us a quality solution to address them.”

Using Managed Services from OKI Printing Solutions, experts from Oki Data Americas performed a comprehensive audit of several of the PA Office of Attorney General’s facilities, analyzing printing/copying equipment, printer utilization, document workflow applications, financial assets, and productivity based on the proximity of printers to users.

Managed Services from OKI Printing Solutions

We can show you how an efficient document operation can save you 17% to 47%¹ on your current printing costs.

Managed Services from OKI Printing Solutions offers you a turn-key solution that leverages your current resources and helps you to:

- Identify your costs
- Improve your overall document output strategy
- Manage your assets over the entire life cycle

Yet as comprehensive as this exciting array of services can be, it’s also a program that’s flexible enough to be contracted in full or in part, based on your company’s needs.



Managed Services

The Managed Services Solution

Results from the audit led to the development of a 5-year plan to centrally manage remote desktop printers, reduce costs and increase efficiency. OKI Printing Solutions used its proprietary print analysis and integrated it with the Pennsylvania (PA) Office of Attorney General's existing asset management software to track devices not connected to the network.



Managed Services from OKI Printing Solutions helps you identify, improve and manage opportunities for efficiency in your print document operation.

It also strategically consolidated workgroup color printers for cost-controlled color access and refreshed most of the mono and color printers across the Commonwealth.

The PA Office of Attorney General was in a prime position to benefit from this program. By performing a comprehensive audit of the printing capabilities in several office locations, OKI Printing Solutions was able to offer a clear competitive view of the available choices within the industry. "It wasn't just a commercial for the products they offer," says Jim Ingalzo. The assessment report provided Jim with the level of detail he needed to truly identify costs for both his current situation and its future direction, based on targeted objectives.

The Savings

- The PA Office of Attorney General expects to reduce its printing costs by more than 21%² by 2009 and could see ROI as quickly as thirteen months after installation
- By refreshing its aging printer fleet, the PA Office of Attorney General will avoid a 37%² printing cost increase and a marked loss in productivity due to printer repairs

The OKI Printing Solutions Difference

Our commitment is to go beyond "business as usual" every day. At OKI Printing Solutions, a personalized approach for your company is business as usual. In assessing your current needs, working intensively with your managers and staff, leveraging our award-winning technology and ensuring your success with service and support, OKI Printing Solutions delivers customized solutions to optimize your printing productivity and empowers you to realize your company's full potential.

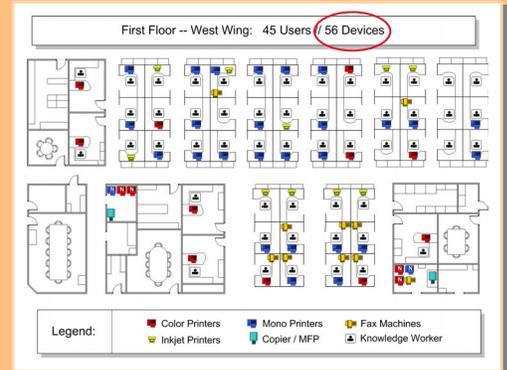
Performance Beyond Expectations

Let Managed Services from OKI Printing Solutions exceed your expectations. Talk to us about how we can analyze your print management challenges and develop a customized solution for your printing needs. We want your business to be our next success story.

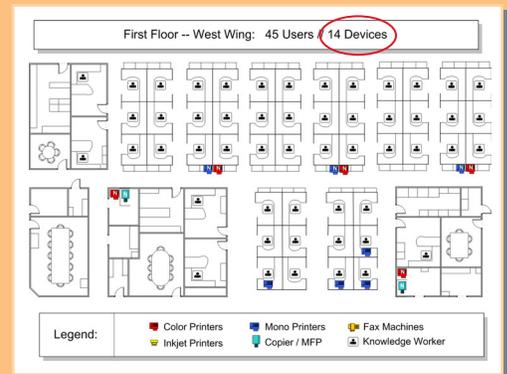
“Our relationship with OKI Printing Solutions is as good as any vendor relationship we have; actually, it's even better since OKI Printing Solutions has become a true partner. They stepped up to the plate with their willingness to solve our printing challenges and delivered to us a quality printing solution to address them.”

Jim Ingalzo—Technology Manager,
Pennsylvania Office of Attorney General

A typical Managed Services assessment from OKI Printing Solutions can save you 17 to 47%¹ on current printing costs. Experts from OKI Printing Solutions will work with you to create a customized solution that streamlines your document output and increases your productivity.



Before: 56 print devices connected to an inefficient output environment.



After: 14 print devices redeployed, strategically placed and connected to a cost-effective and highly-productive output environment.

To learn more about what Managed Services from OKI Printing Solutions can do for your organization, call **1.800.OKI.DATA** or visit **www.okiprintingsolutions.com/us**

OKI
PRINTING SOLUTIONS