Desktop printers, fax machines to be removed

by Karen Burbach, UNMC public relations | February 01, 2017

UNMC's chancellor, vice chancellors, deans and directors have given the green light to eliminate all desktop printers and fax machines on both the Omaha and Lincoln campuses.

The recommendation, made in earlier January by UNMC's Financial Stewardship Council, will yield greater campus efficiencies and savings, as well as better maintain the security of the medical center's IT network. In addition, it provides sustainability benefits and is in line with the charge given to university-wide committees to find and recommend cost savings projects.

Chancellor Jeffrey P. Gold, M.D., kicked off the Printer Reduction Program last month by having his own desktop printer removed. However, the majority of devices will not go away overnight. Instead, Procurement Services has begun visiting departments with the task of transitioning -- by July 1 -- all desktop printers and fax machines to central multi-function printer/fax/scan machines for each floor or work area, as deemed necessary.
What is it:
Transition, by July 1, all desktop printers and fax machines to central multi-function printer/fax/scan machines for each floor or work area at UNMC.

As explained by UNMC Chancellor, Jeffrey Gold:

“With the budgetary challenges facing the state and university system, UNMC is tasked with finding savings. The Printer Reduction Program will provide immediate savings and better secure our IT network. We are committed to removing our desktop printers and fax machines going forward with a process that does not impede our progress but strengthens our date security system.”
SCOPE /TIMELINE

UNMC Team will work with our copier partner Marco Technologies to outline best practices in a printer reduction programs to ensure there are clear and defined guidelines to working with departments, identifying the printer locations removing devices, connecting users instead to the existing large multifunction copiers, and leaving some printers in place with areas, equipment, or people that meet thresholds to have a dedicated printer.

Purchasing will lead a team to manage our main copier supplier (Marco) to take on the task of educating the campus, and put guidelines in place to prevent further purchases of desktop printers and toner.

Tentative Schedule as follows:
Kickoff January 9, 2017
Tentative Completion date July 1, 2017

Two ways of implementation:

1) Spend a two to three week window of time to map all locations. Then re-visit each location with recommendations.

2) Complete one location at a time.
Deliverables

1. Cost Savings goals
2. IT compliance goals
3. Green/Sustainability goals

**Cost-Savings:** UNMC has an estimated 1,000 to 2,000 desktop printers across campus and spends more than $450,000 annually on desktop toner and maintenance. Also, IT savings in workload managing all of these devices.

**IT Security Compliance:** Desktop printers do not meet UNMC’s basic minimum security requirements for networked devices and pose a risk because they create an access point to the entire network. It will help with compliancy in tune with the UNMC goals such as research record privacy. It will create a point where all and everything can be securely printed.

**Green/Sustainability:** No more toner disposal, less electricity, less space, less paper
UNMC PRINTER REDUCTION PLAN
CORE TEAM

- Project Manager: Purchasing Manager
- Project Sponsor: Executive leadership

Additional department project leads:

- Purchasing Lead
- Purchasing support
- IT Compliance
- IT Workstation Support
- Public Relations
- UNMC FMP (Facilities Management)/Green
- UNMC Finance
- Marco/Vendor lead
- Dept. Administrator: Added as we start work in that department
STEPS WE FOLLOWED IN THE PROCESS

1. Identify buildings on the campus we want to walkthrough to find each printer, model number, and identify the department and room number.

2. Get schematic maps of each floor from UNMC Facilities Department.

3. Notify building residents of walk through 1-2 weeks before. Make an appointment with the office administrators who are familiar each office and department (Purchasing has to find out who is in building).

4. Do walk through (team of two and also dept head or administrator).

5. Develop recommendations. Marco creates a Device List for each floor and labels printers as Keep or Remove. Also recommends replacements for copiers with lease expirations. Creates quotes for the replacements. ALL these go to Purchasing initially.

6. Purchasing schedules meetings with Marco and department leads in the building to review recommendations on these docs and requires justifications if departments wish to keep printers marked to be removed.

7. Equipment is ordered by Purchasing. Any necessary telecomm work is ordered by each department as needed.

8. IT work support person is given the list for their assigned departments and starts connecting the users to existing MFPs.

9. Installation by Marco and IT work scheduled and completed.

10. Printer removal is scheduled with UNMC Surplus dept.
Challenges we encountered in the printer reduction process

- Users did not want to walk to the new printer.
- Users had mobility problems. EX: One person had foot surgery and joint pain.
- Users printed confidential information on their desktop so they did not want to print to the big copier away from their office.
- Doctor stated his time was more valuable than having to walk further to a copier.
- Users printed specialty items such as labels, envelopes, checks, mailing and invitations sent out on post card.
- Users were slow to respond to recommendations and completing paperwork necessary to order a new copier, which would delay removal of desktop printers in their department.
- Users were worried the quality of a new community copier would not be as good as their desktop.
- Departments did not understand how we were saving them money. That prompted us to show them the Investment Analysis worksheet.
This investment analysis compares the total operational cost (lease, maintenance & supplies) of your Current System versus the proposed Marco System. This comparison is based on the following average monthly volumes listed below:

<table>
<thead>
<tr>
<th>Current System: Keeping Current Systems</th>
<th>Average Monthly Volume</th>
<th>Cost per Print</th>
<th>Total Monthly Investment</th>
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</thead>
<tbody>
<tr>
<td>Old Copier Fleet</td>
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<tr>
<td>Average B&amp;W Volume</td>
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<tr>
<td>Average Color Volume</td>
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<tr>
<td>Printer Volumes B&amp;W</td>
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<tr>
<td>Printer Volumes Color</td>
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<tr>
<td>Lease</td>
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<tr>
<td><strong>TOTAL MONTHLY INVESTMENT</strong></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Consultive Recommendation: Replacing with New Equipment</th>
<th>Average Monthly Volume</th>
<th>Cost per Print</th>
<th>Monthly Investment</th>
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</thead>
<tbody>
<tr>
<td>New Equipment / Plus management of current printer fleet</td>
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<tr>
<td>Average B&amp;W Volume</td>
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Printer Reduction Wrap Up

- Achieved 80% reduction in desktop printers
- Monthly toner expenditure has dropped from $20K to $5K
- Reduction of support hours from Information Technology
- Maintenance to MPS (managed print services)
- Information Security scans the network for rogue devices
- It is a process – reassessment is continuous