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SUNY Office Print Initiative

Making Print the Way It Should Be



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Current State

- ❑ *Estimated \$50M annual spend;*
- ❑ *Estimated >625M pages/year;*
- ❑ *Too many devices;*
- ❑ *Too many desktops;*
- ❑ *Too much color printing;*
- ❑ *Too many makes and models;*
- ❑ *Too many moving parts;*
- ❑ *11x17 used in < .05% of printed pages*

System-wide,
SUNY prints ten
(10) towers of
paper each day...
where does it all
go?





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SUNY Print Initiative – Covid Impact

- *Original projected savings of \$12M/year, increased to \$15-20M/year*
- *Impact of Covid:*
 - *\$9.7M estimated savings in 2020*
 - *\$12.4M estimated savings in 2021*
 - *Print volume reduced by 42.5% from 625M to 360M pages*
 - *Users that print reduced by 62.8% from 215K to 80K*
 - *Covid has taught we can live, teach and grade without paper*
- *Industry does not expect volume to ever return to pre-Covid levels*
- *SUNY needs to plan for where volume will be not pre-Covid*
- ***NOW is the time to think LEAN and plug the budget deficit.***



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SUNY Print Priorities – 5 Ss

*Initiative is as much
about managing
“change” as it is about
managing “print.”*

☐ *Savings*

≈ \$15-20M/year

☐ *Sustainability*

Fewer devices; less: paper, water, energy, waste

☐ *Simplification*

Fewer administrative tasks; One number to call for service

☐ *Standardization*

Three (3) models; One (1) software platform

☐ *Security*

All devices on network, secured & mobile-print capable



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Changes in Print Industry and at SUNY

From:

- *More waste & cost*
- *Low device utilization*
- *More print & paper*
- *Less secure*
- *Desktop & Single-function*
- *Expensive 11x17" (A3)* devices*

To:

- *Improved sustainability & savings*
- *High device utilization*
- *Less print & paper; More digital*
- *More secure*
- *Multi-function devices w/scan*
- *Efficient letter/legal (A4)* devices*

*A3 devices are much larger and can print on sheets of paper up to 11x17." A4 devices are smaller, just as robust and print on sheets of paper that are letter and legal – and more than 50% less expensive. SUNY is moving away from A3 devices to A4 devices.



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SUNY Sustainability Impact

*Within three (3) years,
SUNY will:*

- ☐ *Reduce the number and impact of printers by 50% and paper by 36% (225M pages/year)*
- ☐ *Save 27,000 trees/year*
- ☐ *Reduce greenhouse gas emission by 2.25M pounds/year, or >1 ton/year*
- ☐ *Conserve more than 23M gallons of water/year*

SUNY



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SUNY Strategic Actions

Complete optimization and savings realization by 2024

(for all SUNY Campuses)

- ❑ ***Engaged both state-operated and community colleges in cross-functional teams***
Finance, IT, Operations, Procurement
- ❑ ***Built Print Policy and Print Procedure***
Approved by SUNY Senior Leadership
- ❑ ***Industry Leading software and expertise***
Pharos Software and professional services
- ❑ ***SUNY Systemwide Contract***
Industry Leading Print Services Company
 - Toshiba
 - For select SUNY-owned and new devices



Print Policy/Procedure Highlights

✓ *Reduce high cost of*

- *color*
- *11 x 17"*
- *devices*
- *underutilization*

✓ *Move to DIGITAL more quickly*

✓ *More secure*

✓ *Achieve TCO \$.016/page*

☐ *Centralized campus decision-making for print procurement*

☐ *Shift to fewer, more powerful devices**

Increase device utilization by 50%

Reduce SFPs by 75%

Eliminate all desktop/personal devices

☐ *Reduce color by 50%, accessibility to color*

Color is 15% of volume but >50% of costs

☐ *Standardize & extend distance between devices*

☐ *Shift to A4 (letter/legal) as primary device*

☐ *Reduce mono volume 35%*

☐ *Increase duplex 100%*

☐ *100% of devices secured, networked*

**Print shops and specialty printing are currently out of scope*



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SUNY RFP Outcomes

Contract awarded to Toshiba

Think Lean!

*Design is where print volume will be in
3 years not where it is now.*

(Volume will be much lower vs pre-COVID.)

Click rates & purchase prices (purchase range based on configurations)

Toshiba will provide 3 models

- HP A4 SFP E60615 (611); 50 ppm - \$.006 (mono); \$872 - \$1,993
- HP A4 MFD E62665h/hs*; 60 ppm - \$.0049 (mono); \$1,902 - \$3,812
- Toshiba A3 MFD 5516AC: 65 ppm - \$.0032 (mono); 032 (color); \$4,888 - \$8,224

**Expect to represent 80% of entire fleet in 36 months.*

*Community Colleges will also have corresponding lease rates.
A deferred plan is being developed.*

Toshiba will work with campuses, supply & maintain most HP devices

- Self-registration coming to accelerate savings >40%
- Toshiba to certify devices & map/tag as needed
- On covered devices, Toshiba to install card readers (a one-time charge \$210/device) & enable Secure Print (\$10/device/month)
- Based on policy and procedure, Campus to agree on design.



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SUNY – Toshiba Implementation Process

Set up
Billing

Apply for
Registration

Register
Approved
Devices

Receive
Toshiba
Rates

Apply to Register Toshiba Certified Devices – start 2/22

*Groups of 3 - 4
Campuses
Implemented
Together
In Waves
(Schedule
Posted in Feb)*

Readiness
Checklist
(available in
Dec)

Kick-off
Meeting &
Resource
Assignment

Data
Gathering

Online
Inventory
Collection

*Toshiba Engagement
Team*

Submit Design to
Campus

Apply
Print
Policy

Campus
& System
Final
Design
Approval

Campus
Review &
Exceptions

*Toshiba Design
Team*

Implementation
Plan

Software &
Hardware
Implementation

*Toshiba Implementation
Team*

Summary of Contract Click Rate Savings

Device Type	SUNY Current "Estimated" Rates	Toshiba Rates for New Devices	Percentage Savings	Existing Devices Renewal Rates (Devices supported by Toshiba)	Immediate Savings % (Once pre-registered)
MFD Mono	\$.0097	\$.00447 (blended rate*) \$.0049 (HP A4 MFD E62665h/hs); \$.0032 (Toshiba A3 MFD 5516AC);	53.9%	\$.0035	63.9%
MFD Color	\$.0653	\$.032 Toshiba A3 MFD 5516AC	51.0%	\$.035	46.4%
SFP Mono	\$.0153	\$.006 HP A4 SFP E60615HP A4 SFP E60615 (611);	60.8%	\$.0086	43.8%
SFP Color	\$.1111	Color volume shifts to MFD A3	72.0%	\$.06	46.0%
Local (Desktop) Mono	\$.0470	(50% of volume goes away; the other 50% goes to MFD)	90%	\$.0035	92.3%
Local (Desktop) Color	\$.1827	(50% of volume goes away; the other 50% goes to MFD)	82.5%	\$.035	90.0%

* **Blended rate of \$.00447** is calculated by using estimated number of devices and their monthly volume:

7,500 HP MFDs @ 4,000 pages/month x \$.0049 and 500 Toshiba MFDs @ 20,000 pages/month x \$.0032 divided by the total volume



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SUNY RFP Purchase/Lease Savings

***\$41.2M Savings from
Buying A4
vs
A3 Devices
over next 3 years.***

*SUNY's average price for A3 devices = \$8,612**

*SUNY's new average price for A4/A3 = \$3,462***

SUNY's savings per new MFD purchased = \$5,150

SUNY projected savings: 8,000 new MFDs = \$41.2M

**Based on last 5 years of A3 devices purchased by SUNY*

***Based on design criteria of 95% A4; 5% A3 devices*



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SUNY-Toshiba Start Now!

The sooner a campus gets started, the faster the campus will receive savings!

- ☐ ***Provide Information to System***
Contacts, site information, IT inventories, etc.
- ☐ ***Unplug local/desktop printers, aged and underutilized devices***
*>7 years old; not networked, unreliable, non-duplex
SFPs <500 pages/mo; MFDs <1,000 pages/mo
Retain a handful of SFPs to solve special cases*
- ☐ ***Make sure all Pharos components are installed***
*Device scouts; Print scouts on all workstations
Required to secure (badge) and mobile printing*
- ☐ ***Complete Readiness Checklist***



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SUNY-Toshiba Start Now!

***Campuses encouraged
to be fact-based and
use data provided in
their final design***

Campuses will receive the following data:

- ☐ *Year-over-year printing statistics for their campus*
- ☐ *Pre-COVID usage data for SFPs, MFDs & Desktops*
- ☐ *Lean savings worksheet as guidance w/ Toshiba*
- ☐ *Recommendations for dealing with other MFD OEMs*
- ☐ *Assistance with campus communications, as needed*



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ALL of SUNY Needs to be Involved

... SUNY would save >\$6.5M/year.

*If every person at
SUNY that prints...*

*printed just 2 pages
fewer per day...*





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SUNY Print Initiative - Messaging

**Invest in students,
not paper.**

Skip the print button,
and SUNY could save **\$15-20 million a year.**

**CUT
PAPER.**

tip: help conserve paper and set your printer
default to duplex (two-sided printing).

**We could lower
greenhouse gas
emissions by 1,125
tons a year...**

...if we all just print less.
Cut Paper for a cleaner world.

**CUT
PAPER.**

tip: help conserve paper and set your printer
default to duplex (two-sided printing).

**Small change
x 64 campuses
= big impact.**

**Cut Paper for a
more sustainable SUNY.**

**CUT
PAPER.**

tip: help conserve paper and share more
documents electronically.



FAQs

- *We need to buy new devices now, what should we do?*

Review your list of devices running **less than 500 pages/month (for SFPs)** or **less than 1,000 pages/month (for MFDs)**. Most campuses have >40% of their current fleet in this underutilized category. These devices can be moved to areas in need at your campus. This is strongly encouraged as it leverages remaining asset useful life and limits expenditures on new devices.

- *We have a contract expiring, what should we do?*

Please contact System immediately at sunyprintproject@suny.edu. **Do not** sign yearly renewals for any hardware or software, certainly not to expire beyond 12/31/2022.



FAQs

- *Why do I need to remove my desktop, “personal” device?*

These devices are **the most expensive devices** at SUNY; these local devices **run color** **>2x** the rate vs networked devices. This volume should be run on the MFDs, the lowest cost per copy. Confidential printing will be enabled with secure print alleviating this need to have on your desktop. IT will not support local devices. Departments will not be ordering or buying ink or toner for these devices.





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FAQs

- *Is this initiative being mandated or is it something our campus can opt in?*

Yes, this program is being **mandated** for all campuses given the NYS Finance Law and SUNY requirement (12/16/20) to use System-wide contracts and the results of the RFP. The contract provides superior pricing for the vast majority of our existing HP devices, and for new devices, both purchase prices and click rates. If a campus has a current print agreement, it should use this contract after the current one has expired.



FAQs

- *Why should our campus participate?*

Campuses that participate will

- ✓ **save 27 - 68%** and make a significant contribution to SUNY's sustainability target;
- ✓ have every device networked and secured with “badge printing” and mobile printing that allows users to **print anywhere from anything**;
- ✓ will receive **more powerful new devices**; and
- ✓ **simplify** their administration with one number to call.

Most print servers will no longer be needed for more incremental savings.



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FAQs

- ***We have another print solution for student printing – do I need to switch to Pharos' Uniprint?***

Yes, **SUNY has already paid for Pharos software for all campuses.** It is SUNY's strong preference to have a unified, standardized solution to enhance SUNY's print analytics and security. We recommend campuses switch to Pharos as soon as possible given the no cost impact to do so. Campuses may use their existing software until that contract expires. No contract extensions will be allowed.

Switching to Pharos Uniprint will align your campus to the standardization of security across SUNY and unification of the device user interface.

In addition, Uniprint is integrated into Beacon allowing for data analytics for each campus and for all of SUNY systemwide – Uniprint comes with mobile print, also at no charge. Uniprint has all the functionality and integrations your campus needs for student printing and chargebacks. Uniprint provides a touchless print experience, too. Pharos Solution Architects will work with you to make sure you are comfortable to switch when the campus is able.

Toshiba is required to install card readers and, with a campus representative, ensure that secure print is working on all devices covered under the contract.



FAQs

- **What does it mean to “unplug” devices?**

There are several factors to consider when literally unplugging and moving devices to storage or relocating to another area of need at your campus. This should be done for devices:

- ✓ running volumes less than 500 pages/month (SFPs) or less than 1,000 pages/month (MFDs);
- ✓ devices that are more than 7-8 years old (those devices deemed no longer reliable or no more remaining useful life);
- ✓ devices not connected to the network or not duplex-capable.

Desktop, personal printers are **no longer allowed** per the Print Policy (6902) & Procedure (6903).



FAQs

- *We have devices that aren't working, what should we do?*

Each campus should hold their service provider accountable to their SLAs. There should be no reason for an MFD not to be reliable and in good working condition, especially if it was on service contract as MFDs are. If it is older than 7-8 years, unplug and see #1 above.

- *We need \$500 (cheaper) printers, what should we do?*

The goal of this project is to increase device utilization and move away from SFPs to MFDs. Accordingly, it is difficult to justify the cost of any cheaper device (running less than 500 pages) when, with secure print, users can walk, badge in and print at any device anywhere on campus. If you have ultra low volume requirements, see response to the first question.



FAQs

- *What about the new MFDs (Canon, Konica Minolta (KM), Ricoh, Xerox) we bought in the last 5 years and they have useful life?*

SUNY wants to ensure it utilizes the assets it has recently purchased and utilize those MFDs through their remaining useful life. Overall, the goal is to see the fleet completely updated and optimized within three years.

System Administration is reaching out to those OEMs to plan for them, or their resellers, to install and validate card readers on their devices. Additionally, we will provide draft correspondence for campuses to send to vendors to negotiate a reduction to their CPIs to be more in line with the System-wide contract.



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FAQs

- *When can we reach out to Toshiba?*

You can begin saving right now by unplugging devices and completing the self-registration process Toshiba will provide soon. We are prioritizing those campuses that have completed their readiness, have Pharos Beacon fully installed, have material savings available, combined with a time-sensitive need. Please call if you need help!



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Student Print Solution

Pharos Uniprint

Pharos first to introduce student charge-back >25 years ago

First to introduce “card-swipe” authenticated pull-printing and “touchless” printing

*>3,000 colleges and universities in
>60 countries use Uniprint, including
10 campuses at SUNY*

☐ ***User / Student Imports***

AD, LDAP, CSV

☐ ***Integrations & Adding Funds***

Card System Integrations

- *Transact (Formerly Blackboard); CBORD (CS Gold & Odyssey)*
- *Atrium, Aramark, NuVision, & One Card*

Credit/Debit Card Gateway (Print Center)

- *Plus: More (coin, cash, manual, PayPal, etc.)*

☐ ***Data Reporting***

Pharos Reports & File Exports

Uniprint integration to Beacon to unify reporting

☐ ***More***

Mobile Print; Informed Print; Works with all



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Print Leadership Team

- ❖ *Beth Berlin, System (Sponsor)*
- ❖ *Brian Digman, System (Co-Sponsor)*
- ❖ *Karen Geduldig, System (Co-Sponsor)*
- ❖ *Tom Hippchen, System*
- ❖ *April Panzer, System*
- ❖ *Kevin Donlon, System*
- ❖ *John Green, System*
- ❖ *Keith Nickoloff, Pharos (industry SME)*
- ❖ *Steve Williams, Toshiba (manufacturer)*
- ❖ *Jim Wall, Brockport*
- ❖ *Lyle Gomes, Stony Brook Campus*
- ❖ *Steve Weisman, Stony Brook Hospital*
- ❖ *Gerald Kelly, Stony Brook Hospital*
- ❖ *Donal Christian, HVCC*
- ❖ *Michael Allington, Binghamton*
- ❖ *Sean Moriarty, Oswego*
- ❖ *Amy Ariola, Monroe CC*
- ❖ *Keith Landa, Purchase*
- ❖ *Paul Basinski, Orange CC*
- ❖ *Ken Fujiuchi, Buffalo State*



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If You Need Help or Have Questions ...

*Please contact the SUNY
Print Team at:*

sunyprintproject@suny.edu

- ❖ *Beth Berlin*
- ❖ *Brian Digman*
- ❖ *Karen Geduldig*
- ❖ *Tom Hippchen*
- ❖ *April Panzer*
- ❖ *Bella Clark*
- ❖ *Lori Nunziato*