

## Is Your Service Provider Asking the Right Questions?

- Do you know how many pages you print per month?
- Where will your print volume be in the future?
- Which printers are being over or under utilized?
- What are your plans for redistributing print devices to better meet corporate needs while reducing equipment costs?
- Do you know the total cost of your global printing?
- What is your overall per page cost to print a single document? By model? By device?
- What are the areas of analysis needed in order to determine you're per page costs?
- With toner making up 60% of your hard print costs, how do you monitor the yield and quality of each toner cartridge?
- Is the quality of each cartridge your problem or your service providers?
- When do you repair versus replace a print device?
- How do you monitor the quality of repair services?
- How does printer downtime effect employee productivity?
- How many print related help desk tickets does your IT department field per month?
- What's your internal IT cost per ticket?
- Would reducing IT involvement in print issues increase productivity?
- How many corporate dollars are tied up each month in inventory carrying costs?
- Do you know what your inventory carrying costs are per month on a per page basis?
- How many print related transactions do you process each month?
- What do your companies transaction costs run?
- Are you aware that 1-3% of corporate revenue is spent on print?
- Are you allocating print costs back to departments and cost centers? If so, how? If not, why not?
- Did you know that the accountability of allocating print costs back to cost centers can lower print volume by 10-20%?
- Did you know that 90% of all companies can't answer these questions, do business with service providers that don't offer a solution, and therefore never offer alternative solutions to their traditional approach to managing print?
- Is your current Service Provider asking these questions, and assisting you in the process of identifying and lowering your print costs?

Cost Management -  
A Strategic Approach to  
Managing Print

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