

# Managed Print Services Program FAQ

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## OVERVIEW

### 1. What is the Managed Print Services Program (MPSP)?

College of Charleston has selected Xerox to provide Managed Print Services for the campus. Currently we have approximately 1476 devices made up of Xerox Multi-Function Devices (MFDs), networked laser printers, non-networked laser printers, and inkjet printers. An enterprise-wide approach to the management of these devices will allow us to achieve standardization, enhance our ability to meet sustainability goals, and provide cost efficiencies through a phased plan to “right size” our printing fleet. Pursuant to a College of Charleston contract awarded via the State of South Carolina Managed Print Services Request for Proposal (RFP), for the next 5 years, Xerox will be managing the service and consumable supplies for in-scope devices for the entire College.

The MPSP program offers a significant overall cost savings to the College. These savings, along with the opportunity to offer consulting on best practices, training on available functionality, and alternative options to achieve sustainable, cost efficient goals prompted the Executive Vice Presidents to approve moving forward with the program.

Through the MPSP, CofC will be able to utilize Xerox’s technology and expertise to reduce hard costs, provide a stable and consistent support system, and reduce the use of non-renewable resources. These goals are consistent with College of Charleston’s Strategic Plan to achieve financial security, to provide appropriate, up-to-date facilities and infrastructure to support and enhance academic programs and co-curricular opportunities for students, and to support the College’s commitment to sustainability and reach our “envisioned future.”

### 2. What is CougarPrint?

CougarPrint is a branding campaign for the Managed Print Services Program at College of Charleston to bring campus-wide, conscientious awareness and excitement to document creation, output and distribution practices at CofC.

### 3. What does the Managed Print Services Program include?

- Equipment to include printers, copiers, scanners, and faxes
- Supplies
- Preventive maintenance and parts
- Guaranteed service level response times

- Detailed account usage and simplified billing process
- Single contract for increased efficiency in managing contract terms and conditions

#### 4. How will the MPSP benefit College of Charleston?

- **On-site, Proactive Service and Support:** The program will provide direct phone numbers to call for each device type for quick and efficient help regarding your device, saving you valuable time. Xerox monitoring technology allows the CougarPrint team to view issues with networked devices, such as low toner or service codes (based on manufacturers' parameters). By intercepting the issue early, Xerox can dispatch a first responder to provide service, rather than waiting on a call from the user to report a problem with the device. If for some reason, Xerox is not able to fix the problem, they will call a service technician to address your issue.
- **Reduce Overall Output Costs:** Printing is one of the most overlooked and unmanaged expense within organizations. It is also one of the most costly. The MPSP will help the College get costs for printing under control by a process of leveraging our current technology and right-sizing. During challenging financial times, it is imperative for the College to adopt cost saving measures.
- **Increase Productivity:** Many users either have devices that are underutilized and cost too much or are over-utilized and need constant service. The MPSP works to "right-size" the devices to ensure you have the proper equipment, with the proper features, to do the job in the most cost-effective and efficient way.
- **Security:** Users are concerned about confidentiality when they print. Xerox devices have the ability to print securely. With the locked print feature enabled, your job can be retained in the print queue until you enter a unique PIN at the device when you are ready to pick up your documents.
- **Sustainability:** The MPSP Program will assist in advancing CofC's environmental and sustainability initiatives through the elimination of equipment that consumes high levels of energy. Equipment default settings may be set to reduce energy consumption and minimize paper and ink usage. These are very important benefits that coincide with the College of Charleston's plan to become carbon neutral.

#### 5. What type of equipment is included in the MPSP?

- College of Charleston owned printers and multifunction devices
- *Excluded: Inkjet Devices which will be phased out over time.*

#### 6. Does my equipment have to be networked to be in the MPSP?

No, both networked and locally-connected devices are included in the MPSP.

#### 7. What happens if a department's output requirements change?

If a department notices a substantial change in output needs such as volume, number of users, application changes, etc., please call the CougarPrint team at 843.953.3849. The team will re-evaluate the needs of the department and make suggestions appropriate to your requirements.

## PROGRAM ROLLOUT

### 8. How does my department engage with the CougarPrint team for consultation on our requirements? How will we be contacted?

All departments will be notified by the CougarPrint team and will receive a visit from the team in a logical, geographically driven order. If you have concerns of an immediate nature, you may contact the CougarPrint team to quickly schedule an appointment.

### 9. What criteria are used to determine the department's equipment needs?

When placing hardware, the MPSP considers multiple factors to ensure the satisfaction of all users. Although monthly volume is a major consideration, they will also evaluate other needs such as: speed, quality, finishing capabilities, ease-of-use, paper handling capacity, and geography of an area. Xerox will also review the department's need to print from special applications to ensure that the appropriate device is specified.

### 10. What does the departmental assessment include? How will I know when they are coming to my area?

There are three steps:

- **Inventory and tagging:** Phase I where Xerox representatives and College members of the CougarPrint team came to your office and looked at each device started almost one year ago and is almost completed. This included a second visit in which the list of devices was verified and updated. The next task within this phase will begin in a day or two and will include another visit by the CougarPrint team to affix the appropriate tag(s) to your device(s).

The tag will have service and supply phone numbers to call specifically for the device type to which it is affixed. Once the tag is placed on the device, it becomes a part of the CougarPrint program.

- **Assessment:** Based on the data collected during the inventory process, Xerox will utilize print management technology to optimize the print environment and provide a comprehensive report of devices, utilization, and operational costs per device (approximately 3 months after tagging).
- **Recommendation:** Based upon the inventory and assessment, Xerox will provide alternatives for document print flow to maximize productivity and increase cost savings. This phase involves business process optimization. Xerox will be working with each department to analyze current business processes to enhance productivity and efficiency.

### 11. I have security and compliance requirements. Can you accommodate those requirements?

All security and compliance requirements will be noted during the assessment and factored into the final recommendation.

## 12. Will equipment be removed from the department?

After the initial inventory and early discussions, it appears there may be several opportunities for managing our print environment more efficiently. Findings in the initial review may reveal College of Charleston's current fleet includes: too much equipment, the wrong type of equipment, and redundant layers of equipment. With this in mind, cost savings and workflow productivity enhancements can be achieved by skillfully balancing the ratio of equipment to users and matching equipment needs more effectively to the user base throughout the campus. Each department assessment will take into consideration the current printing environment and recommend cost savings and efficiency opportunities within the assessment proposal.

## 13. What if my department doesn't agree or understand the assessment proposal and wants to retain or add additional equipment?

Based on the thorough assessment, you will be presented with the options that best fit your specific, departmental requirements. If your department has alternative suggestions or comments to compliment the assessment findings and proposed solution, your representative may send an e-mail to the CougarPrint team at [CougarPrint@cofc.edu](mailto:CougarPrint@cofc.edu) to discuss options and request clarification.

## EQUIPMENT AND TRAINING

## 14. What is the order and billing process after Xerox presents me with a proposal for a leased multifunction device?

- Fill our Xerox MFD form under Showcased Services in eProcure. New equipment should deliver within 14 business days.
- Your equipment will be added to the Xerox blanket order
- Service will be billed on a monthly basis
- Training from a qualified Xerox representative may be scheduled after delivery and installation at a time that is convenient for you.

New, multifunction devices from Xerox are billed in accordance with the SC State contract on a cost per copy basis monthly. All billing questions can be directed to Accounts Payable.

## 15. Will departments have to buy new equipment after we enroll in the program?

No, your department may continue to use your existing equipment until it is time for it to be replaced. All equipment, service, maintenance and supplies (excluding paper) are included in the managed print services program.

## 16. How do I request a new laser printer?

To make a request to purchase a new laser printer, the Laser Printer Request Form will need to be completed and forwarded to the CougarPrint administrator at [CougarPrint@cofc.edu](mailto:CougarPrint@cofc.edu). The Laser Printer Request Form can be found in eProcure under the Showcased Services. The request will be reviewed and the requestor will be notified of the recommendation.

**16(a). I just bought new equipment. What should I do?**

Contact the CougarPrint administrator so the device can be tagged immediately upon install and all benefits of the program will be applied. Xerox will assess the equipment and determine the best process to implement cost savings measures.

**17. Will training be provided if I receive new equipment?**

Xerox will provide on-site training for all devices placed under the Managed Print Services Program as necessary. If there are specific questions or you would like additional training, please contact the CougarPrint administrator at [CougarPrint@cofc.edu](mailto:CougarPrint@cofc.edu). A Managed Print Services Program policy document with Procedures will be available on the Procurement web page and on the College of Charleston Policy web site.

**SERVICE AND SUPPLIES**

**18. After I have been placed in the MPSP program, who should I contact for equipment service?**

Once your printer/multifunction device is inventoried and tagged, it becomes a part of the CougarPrint program. If you need service for your tagged printer/multifunction device:

- Service calls for MFD's should be made directly to Xerox at 800.821.2797
- Service requests for laser printers should be addressed to the College Helpdesk at 843.953.3375. Depending on the type of service required, the request may be forwarded to Xerox for completion.

You will be asked to provide the following information:

- Xerox serial number and device model from tag
- Brief description of the problem you are experiencing with the device
- Your location and contact information.

Un-resolved service issues will be escalated to the CougarPrint support specialists who will promptly respond to the request.

**19. What will Xerox's response time be?**

Xerox will provide a four (4) hour response time for Xerox equipment, per the state Cost per Copy contract.

Non-Xerox equipment response time is eight (8) hour, or next day, depending on the time the call is placed.

**20. After I have been placed in the MPSP program, who should I contact for supplies?**

Once your fleet device is inventoried and tagged, Xerox will become your "one-stop shop" for all toner and supplies in the CougarPrint program with the exception of paper. Please contact Central Warehouse for your paper needs.

If you need to place a toner or supply order for your tagged printer / multifunction device, follow these steps:

- Xerox automatically replenishes supplies for MFDs and networked laser printers
- For non-networked laser printers, the user orders supplies by calling the number indicated on the device tag (866.237.9728).

**21. Are departments required to purchase extra supplies? Will departments be responsible for ordering, installing and tracking supplies?**

No. You will not be required to purchase any supplies. Xerox will order, install and track all supplies associated with in scope print devices that are part of the program. All operational costs are included in the cost per impression or the monthly fee.

#### COUGARPRINT ADMINISTRATOR CONTACT INFORMATION

**23. Who should I contact for additional questions or information?**

If the answer to your question is not available here, you may contact the CougarPrint administrator as follows:

Email: [CougarPrint@cofc.edu](mailto:CougarPrint@cofc.edu)

CougarPrint Administrator direct line: 843.953.3849

Service Delivery Manager, Sean VanHannegeyn: 843.953.3849

Hours: Monday – Friday, 8:30AM – 5:00PM