Print Managed Service

• What is it?
• How does it work and who else uses this method?
• What are the benefits to Faculties and Institutes?
• What will it cost and how will savings be measured?
• What is the implementation process and timeframe?
• VCC approval to proceed with a 12 month trial
How does it work and who else uses this method?

- The savings are generated by efficiencies and the scale of a Print Manager’s business with printers.

- Print Managers provide professionally detailed job specifications (including specific colour tones, paper types, profiles and quality) to printers which reduces the risks printers face dealing directly with non-print trained staff.

- The printers know that their margins can be trimmed based on the Print Manager already having reviewed the order with the client before issuing the request for quotation.

- The Print Manager process reduces the printer’s overheads associated with direct client sales.

- Print Managers also negotiate time frames and delivery requirements with the client and accept full responsibility for the work on behalf of the customer-further reducing the printer’s risk.

- Who else uses a print managed service?
What are the benefits to Faculties and Institutes?

• On-site independent professional print support throughout the design, specification, pricing and delivery stages.
• Web portal access to all print projects – greater visibility of work flow, easy monitoring of progress via in-system access.
• Competitive pricing as well as opportunities to aggregate print requirements across the University to further improve pricing.
• Savings of at least 10 per cent net of the Print Manager’s fee. The Queensland Government realised over 20 per cent net savings.
• Single Billing.
• Customers can still choose which printer gets the work.
• Savings based on detailed audits of before and after pricing.
• Consistent use of corporate logos *etc.*
What will it cost and how will savings be measured?

- The Print Manager charges a fixed fee (subject to negotiation)
  - Usually 12 per cent depending on client turnover
- *N.B.* All savings quoted are net of this fee.
- Savings are based on a detailed audit of previous print jobs and prices and these form a benchmark price schedule which is used to compare pricing post-implementation of the print manager.
- Other savings accrue from in-house services provided by the Print Manager including design, proofing, project management, reporting and contractor performance management.
What is the implementation process and timeframe?

Communicate

Faculties, Institutes and Central Units

Validate

Print Manager reviews existing pricing and ordering processes and prepares benchmark data for savings comparison and identifies target savings

Process Map

UQ approval processes installed in the system

Training for User groups

On-boarding of current suppliers

Issue work orders

8 – 10 weeks