



## CASE STUDY

### Hennepin County Minnesota Recognized for Implementing “Right Move, Right Size, Right Now” to Save \$3 Million Dollars a Year in Printing Costs

Toshiba partners with Hennepin County Minnesota to lead the way for service improvement and cost reduction by switching to Multifunctional Devices (MFDs).



### The Challenge

Every organization faces this dilemma: How to improve customer service and at the same time increase efficiencies, cut costs, and lower the negative impact on the environment. But Hennepin County has taken up the challenge and has implemented a program—Right Move, Right Size, Right Now—to do just that.

The County has decided to replace its fleet of printers, copiers, scanners, and fax machines with a fewer number of energy-efficient, multi-function devices (MFDs) in an effort to save the County \$3 Million a year in printing costs. Over the next two years, 450 copiers, 750+ large network printers, and an unknown number of stand-alone public and department devices in more than 140 County locations will be replaced.

“Switching to MFDs is an economical, efficient, and environmental move for the County,” says Doreene Lorenzen, manager, Information Technology. “It will result in cost reductions in virtually all print-related areas, from maintenance and support on far fewer devices to lower cost per impressions (pages).”

In addition, by using follow-me-print functionality, employees will be able to retrieve their output from any printer at any location without having to map their computer to a specific printer. The devices themselves promote conservation through the use of default duplex printing, increasing print awareness by informing users of the number and cost of pages printed, as well as near zero landfill considerations for devices and cartridges.

“The follow-me printing brings a lot to an organization’s bottom line. At Hennepin, if a document isn’t released from the hold Queue within four days, that job gets deleted from the server instead of sitting in a basket by the device where abandoned print jobs wind up,” says Jay Rodger, manager, Major Accounts. “Hennepin County is also able to resolve any privacy concerns. All of the jobs are held in a private queue until each employee releases their jobs by authenticating at the device.”

### The Solution

In mid-2010, the Toshiba Business Solutions team entered the picture and began working with the Right Move, Right Size, Right Now team. The first order of business was to bring any immediate cost savings to Hennepin County. This was accomplished with the Managed Print Services (MPS) approach that Toshiba introduced to the county. Toshiba and Hennepin County worked together to get all desktop print devices tagged with a Toshiba sticker that contained information for placing



service calls and ordering supplies. These devices were immediately managed under a cost-per-page model for service and supplies.

The next order of business was to begin assessing all of the departments using an “Assess, Present and Install” strategy. Toshiba analysts would assess all of the print devices, printing costs associated with these devices, and the location of each device. The Toshiba team then presented those findings to each department’s management team, along with the proposed MFD strategy, in order to gain approval for the installation and new managed print services approach to printing documents.

In addition to the MPS approach to printing documents, Hennepin County estimates that integrating the devices to the County’s fax server saves them over \$350,000 annually. Toshiba was able to implement this strategy in order to eliminate analog phone lines and eliminate the hardware costs associated with adding fax technology to the devices. The Toshiba devices now scan the fax pages to the fax server and the fax server sends the information out over digital lines.



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## The Result

“This project represents a monumental organizational change that could only be achieved by working closely with our partners at Toshiba Business Solutions,” says Lorenzen. “Our goal has been to achieve long-term acceptance of MPS using Toshiba products that will ensure an excellent customer experience.” Now we are moving down the road toward successful implementation of Right Move, Right Size, Right Now.”

By late fall, print assessments were completed for IT, HealthWorks, and Security. Through the assessment process, 72 existing devices were identified. Recommended device placement reduced the number to 16, a 75% decrease in the total number of devices.

**Current annual savings as a result of this initiative have been calculated at \$3 million. This initiative is projected to be completed by summer of 2012.**

## The Kudos

Each year the National Association of Counties in partnership with e.Republic’s Center for Digital Government and Digital Communities program, solicits responses from counties, nationwide, to determine those that are leading the way for service improvement and cost reduction through the use of technology. Hennepin County frequently has placed in the top 10. And for the 2010 initiative, Right Move, Right Size, Right Now, Hennepin County, MN placed 5th among the respondent counties.

Digital Communities Director, Todd Sander, says, “Survey responses indicate counties are effectively economizing and finding innovative ways of using technology to meet the higher demand for services during this trying economic time.

**Congratulations to the winners!”**