



August 2015

LA County Central Reprographic Facilities

➤ Opportunity for Optimization and Cost Reductions

DPSS Case Study → March 2015

Requirement

DPSS was interested in capturing cost reductions while improving the efficiency, service and support levels of the central reprographic facilities at Academy and Crossroads. The intent was to create a best-in-class strategy and prepare DPSS for a highly automated print future.

Current State Operations

The equipment was old. Volumes were decreasing over time, possibly because of equipment reliability issues and/or end users had found other places to print. As a result, utilization on the high-end equipment installed was well below benchmark average. The operations staff wanted to better serve the end user community with newer, feature-rich and reliable print technology. A more automated job submission and tracking system would be of value to both end users and operations staff.



Industry Trends

The central reprographics landscape continues to change. End users are driving traditional print volumes to web sites and digital distribution methods to avoid printing. Smaller print jobs can now be efficiently and cost effectively printed using the existing “high-tech” and feature-rich distributed printing environment. Complex jobs that require special equipment, complex finishing and/or skilled labor are often directed to external 3rd party print suppliers. Highly automated web-based job submission software is now used for quick submission, pricing and tracking.

Proposed Modeled Target State

- Automate and streamline end user interface and operations management with web based electronic job submission software. It will be an icon on the desktop.
- Set-up two High Performance / High Efficiency Kiosks within DPSS
- Establish relationship with external 3rd party print services provider for backup, volume peaks, complex or larger print jobs, disaster recovery and enhanced business flexibility.
- Educate end user community and redefine / reset end user expectations.

DPSS Financials → \$1.4 million savings over the 5-year solution life-cycle

Current state baseline	\$ 659,052	per year	
Modeled target state	- <u>370,440</u>		
Estimated cost reduction	\$288,612	per year	44%

POG Consulting, an independent print consultant, was engaged to document the current state of both central reprographics facilities, benchmark key performance indicators to other central reprographic shops and generate an innovative, efficient and cost effective solution that will better address corporate and end user requirements.