Managed Print Agreement
Overview and Q&A – June 2021

Overview:

- Government of Saskatchewan has entered into a managed print agreement with WBM. As a result, there are many printers used across government that now fall under scope of a managed print service.
- Ministries can anticipate significant cost avoidance as a result of the managed print agreement.
- A managed print service provides users with a consistent printing experience across government. It offers modern printers, repair services and an ongoing supply of toner under a lease and cost-per-page model.
- It provides government with a cost-effective just-in-time automated toner supply, a more secure printing environment, more energy-efficient printers, and a printer fleet size that matches business needs.
- The managed print agreement supports printers currently used by Government of Saskatchewan ITD-supported ministries and agencies.
- For printers covered under the new managed print agreement, we expect the replacement of government's fleet to happen in a phased approach after a fleet assessment and optimization is done.
- The schedule of replacements is being handled by WBM and is based on the fleet assessment and optimization, using a location-by-location strategy and considering printer age and rental or lease expiry dates.

Q&A:

Q. **What is the timeline for the change of printers, service and toner to the managed print service?**

A. For printers covered under the new managed print agreement, we expect the replacement of government's fleet to happen in a phased approach. The schedule of replacements is being handled by WBM and is based on printer age and rental or lease expiry dates.

Many of the printers used by SaskBuilds and Procurement client ministries have rental agreements that were originally set to expire on June 30, 2021 but we anticipate many of these will be extended for an additional year.

We will work with our managed print service provider to get recommendations on next steps for these printers and work with contacts in your ministries on options and next steps.

For questions about the scheduling of your printer replacements, please reach out to the IT Service Desk at 306-787-5000.

In Summer/Fall of 2021 and into 2022, the managed print provider will assess and optimize government's printer fleet to meet business needs before the managed printers roll out to ministries.

WBM has tools that will allow them to gather data such as page counts and monthly volumes. This information will provide automated page volumes, assist in automated toner delivery and help inform the type and number of printers required across the fleet as printers are replaced.

Q.   **How did you calculate the estimated cost avoidance expected by government by moving to a managed print service?**

A.   Savings from the managed print service are expected due to:

- Replacement of multiple, costly smaller devices with larger, more cost-efficient devices used by a larger group;
- Fewer pages being printed;
- Less energy consumption by using newer devices; and
- Fewer printers being used in government.

The measures used to calculate the expected are based on industry standards and the provider's previous experience in neighbouring jurisdictions.

Q.   **What does the new billing structure look like, and how will my ministry be invoiced for printing?**

A.   The new managed print program operates on a lease and cost per page basis.

The new network-connected printers offered through the managed print program track the number of pages they print each month. Monthly printer support costs for these printers is based on the number of pages printed. Items included as part of the monthly fee, include service and parts, general support (call to the IT Service Desk at 306-787-5000), installation, toner and toner delivery.

Locally connected devices (personal printers that are already in place, including colour and black printers) will have a flat monthly fee until they are phased out. This includes the costs of toner/ink and service.

For pricing specific to your printers, please reach out to the IT Service Desk at 306-787-5000.

Q.   **How will the printer fleet in government be right-sized?**

A.   The managed print provider will assess and optimize government's printer fleet to meet business needs as the managed printers roll out to ministries, using advanced and secure technologies.

All network-connected printers, new and existing, will track the number of pages they print each month. This information will help inform the type and number of printers used across the fleet. Over time, the Government of Saskatchewan copier program will no longer exist for SaskBuilds and Procurement's IT Division supported ministries/agencies, and the entire fleet of printers will be managed under one program. This will encompass all printers, plotters and multi-function devices.

Q.   **Can I continue to use a personal printer connected directly to my computer?**

A.   Personal printers that connect directly to a user's computer now fall under the scope of the managed print agreement.

An assessment of the printer fleet will be used to determine where there is a need for personal printers that cannot be met by more efficient network-connected printers. If it is determined that any personal printers are required, the ministry using those printers will pay a monthly service fee, with toner/ink and service included within the cost of that fee.

Toner/ink, service and the energy use associated with outdated printers all factor into the actual cost associated with using a given printer. Cost reduction for government is part of why we have moved to a managed print service. In addition, a managed print service helps ensure only approved printers are connecting to government computers and the network, supporting strong IT security practices.

Q.   **Who should I contact for questions about the managed print service?**

A.   For questions about government's transition to a managed print agreement, please visit the [Printing page on Taskroom](#).

For questions about printers obtained from the IT Division, (whether or not they were obtained through the managed print agreement) please call the ITD Service Desk at 306-787-5000.

Q.   **Is support for the transition available, including training to learn how to use the new printers?**

A.   Government is working closely with its vendor, WBM, to provide user training and information. More information about training will be shared over the coming months.

For users receiving a new printer in the meantime, training can be made available upon request. Ministries are asked to request any training required when the printer order is placed as part of a generic IT service request in [ServiceNow](#) request.

Q.   **How do I order a new printer?**

A.   Ministries should request new printers by submitting an IT Service Request in [ServiceNow](#) going forward. SaskBuilds and Procurement will work with its provider, WBM, for recommendation on next steps to fulfilling the request.

If your ministry or agency's printers have not yet been optimized and replaced by WBM, please consider waiting to submit your request until this has taken place.

Q.   **Who should I contact if my printer is not working properly?**

A.   For questions about printers obtained through the managed print service, please call the ITD Service Desk at 306-787-5000.

If you are experiencing issues with a rented copier that has not yet been replaced, please continue to reach out directly to the vendor using the same process that was in place previously.

Our managed print provider will deliver service and toner to your printers no matter where the printers are located in Saskatchewan.

Q. **What happens with printers that have reached their end of life?**

A. Government's print provider, WBM, will remove the printer, do a secure wipe, and dispose of it in an environmentally responsible way. ITD and WBM are working to establish a number of program-specific details, including any potential costs associated with printer disposal.

Q. **What printers in government fall under the scope of the managed print agreement?**

A. Printers used by clients of the IT Division of SaskBuilds and Procurement are included in the scope of the new managed print agreement. The agreement also partially supports non-standard printers used by these clients with repairs, such as payment cheque printers.

Printers used by agencies and affiliates that are not SaskBuilds and Procurement IT Division-supported ministries and agencies are not in the scope of this agreement at this time.

Q. **How can you accurately estimate the printer fleet size needed, when many employees have been working from home during the COVID 19 pandemic?**

A. Our managed print provider is doing an optimization assessment to see where government's printer fleet should be adjusted. This assessment is done using a tool that monitors printer use across government.

This assessment considers that many employees have been working from home during the COVID-19 pandemic and is looking at both historical and current monthly print volumes. If there are changes to those print volumes, our provider can adjust the print fleet as needed.

Q. **What are the environmental benefits of a managed print service, and how are they calculated?**

A. Modern printers tend to be far more energy efficient than outdated printers, which leads to less CO_2 emissions. In addition, reduced print volumes and right-sizing of the printer fleet leads to further reduction of CO_2 emissions, along with less use of paper and toner.

Q. **Are specialized printers included in the scope of managed print? If so, will toner be automatically ordered for them, and will government's managed print provider perform any necessary maintenance on them?**

A. Specialized printers, such as cheque payment printers and plotters, are included in the scope of managed print and are partially supported.

In most cases, toner and service for these printers will be fully supported by our print provider. In a small number of cases where our provider is not positioned to accommodate these needs, our provider may need to work with ministry clients to maintain existing service and supplies from current vendors.

Supplies for plotter devices can be ordered by submitting an IT Service Request using ServiceNow and the cost of those supplies is billed separately. Support for plotters is included in the managed print service.

Q.   What is the auto toner program and when will this be available?

A.   The auto toner program automatically ensures a steady supply of toner is delivered when and where it's needed.

When printers switch to the auto-toner system, ministries will no longer need to order toner for them. These printers will have a monitoring tool that estimates when the toner needs replacing. When the current toner reaches a certain level, the monitoring tool will automatically prompt WBM to send new toner to the printer's location.

This will be phased in for printers connected to government's network starting six weeks after the information is gathered using this monitoring tool.

In the meantime, if your ministry has printers that have not been replaced by our managed print provider that require toner or service, please submit an IT Service Request in ServiceNow.

Toner/ink for printers not on government's network (local printers) can also be ordered by submitting an IT Service Request in ServiceNow.

Q.   What do I need to know about toner provided as part of the auto toner program?

A.   Printers may indicate low toner, but this doesn't always mean it needs toner right away. Toner and printing volumes are continually being monitored, and how soon you automatically receive new toner depends on whether the device typically has a high or low volume of use.

The toner monitoring technology automatically sends an alert to government's managed print provider, who then ships toner.

Don't replace toner until it's empty. Also, don't shake toner cartridges, because it could affect the timing of these alerts or the printing quality.

All existing toner supplies for printers on government's network will be used before toner is shipped automatically. Government's print provider, WBM, will check to ensure you do not have any toner inventory before shipping new toner to avoid any waste.

Toner/ink for plotters or for printers not on government's network (local printers) can be ordered by submitting a generic IT Service Request in ServiceNow. The cost of toner/ink for local printers is included in the flat monthly fee for these printers, and the cost for toner/ink for plotters is billed separately.

Q.   What is secure print and when will this be available?

A.   Secure print, also known as "follow you print," is a printer feature that holds your documents in the print queue until after you've physically arrived at the printer and used a tap card. This type of feature protects confidential documents from being printed to unattended print trays.

While this service is not available at this time, the managed print offering will position government to take advantage of this service at a future date.

Q.   **What if I already have a printer procurement underway?**

A.   Someone will reach out to you to confirm whether your requirement still exists and whether it can be replaced with a managed print device instead of the device you were anticipating. The IT Division and its managed print provider, WBM, will work with you on next steps and recommendations.

Q.   **We have an office move planned. Can our movers just pick up and move our printers to the new location, or is there someone we should call first?**

A.   If your ministry is planning an office move, please submit a generic IT request for a printer move using [ServiceNow](#). To do this, please select the generic IT service request option.

This will help ensure that things like service and toner can be accurately sent to printers that require it across government.

In many cases, the ministry may still need to hire movers for these printers, however, the IT Division and its managed print provider still need to know where the printers are located so that service and toner can be shipped to the correct location.