

# Enhancing Productivity and Security

Strategic partnership helps the City of New York optimize value and get more done.



## ABOUT THE CITY OF NEW YORK

The City of New York is the most populous city in America, with more than 8.6 million residents spread across its five boroughs. A cultural and economic powerhouse, the city also employs more than 325,000 people in agencies ranging from the police, fire and education to sanitation and parks and recreation.

## CASE STUDY SNAPSHOT

### The Challenge

- Thousands of print devices working behind the scenes
- Each city department managed its own printers
- No centralized control over purchases, use or costs of its printers

### The Solution

- Phased rollout of Xerox® Managed Print Services
- Consolidated billing for participating agencies
- Xerox® Workplace Solutions
- Security practices such as automatic overwriting of hard drives

### The Results

- \$58M in total citywide savings to date
- 49% average savings per participating agency
- Half of city agencies are in process or fully implemented
- More than 51% reduction in print equipment
- 9,000 devices currently under management
- 70% reduction in energy use, 68% decrease in solid waste, 71% decrease in greenhouse gasses among participating agencies
- 99.8% equipment user uptime



### THE CHALLENGE

The City of New York needed to find a way to consolidate print management across its 38 agencies, many of which received no active management. The city also relied on a number of printer manufacturers and had no real equipment standards or guidelines in place.

To address these and other inefficiencies, the City of New York turned to Xerox® Managed Print Services.

### THE SOLUTION

Xerox is rolling out New York City's Managed Print Services solution on an agency-by-agency basis, with the goal of ultimately converting all city departments that choose to participate.

Agencies have replaced hundreds of standalone desktop printers with shared, networked devices. Xerox now handles printer support as well as the logistics of keeping toner and supplies in stock, reducing the variety of toner that needs to be stored and freeing city employees to better serve citizens. The city also has a newfound transparency into print operations with only one yearly purchase order and one monthly invoice to manage.

### Keeping Printers Up for the City That Never Sleeps

Xerox is also helping provide customized services to help each agency achieve its goals. Xerox® Workplace Solutions and password-protected printing is a default for children's services, but optional for other agencies. 24/7 print services and the automated ordering of supplies helps the New York Police Department keep their focus where it belongs — on police work. Each agency gets exactly what it needs, and nothing it doesn't.

Every agency also benefits from optimal security, including automatic daily overwriting of hard drives and compliance with the city's stringent network security standards.

### THE RESULTS

- \$58M in total citywide savings to date with half of city agencies still to be implemented
- 49% average savings per participating agency
- New best practices enhance efficiency
- Centralized document management for 24 City University of New York (CUNY) campuses
- More than 51% reduction in print equipment with 9,000 devices currently under management
- 70% reduction in energy use, 68% decrease in solid waste, 71% decrease in greenhouse gasses among participating agencies
- 99.8% equipment user uptime

### XEROX® MANAGED PRINT SERVICES

Our Managed Print Services solutions can revolutionize the way you print.

From visibility and control of document processes and costs, to automating steps and improving security, we help you optimize your print infrastructure and get more done.



Find out more at  
[xerox.com/mps](https://xerox.com/mps)