

Success Story

City of Chino Hills, California

Document Management Solutions



Customer Profile

As the city's motto imparts, there is no doubt that Chino Hills, California is a great place to be. Nestled at the convergence of Orange, Riverside, Los Angeles, and San Bernadino counties, Chino Hills was named the 13th Safest City in the United States (2007 FBI Crime Statistics), ranked #68 on the "Top 100 Best Places to Live in the United States" (Money Magazine), and has the 6th Highest Median Income in the Nation (2006 American Community Survey, U.S. Census Bureau).

"Many organizations underestimate the impact of their copiers and printers, but this equipment is as important to users as their desktop. Plus, in today's strained economic climate, this is an area where you can find significant savings while enhancing your equipment. DocuSource helped us bring in a complete technology refresh – meeting both staff demands and city budgets. We have brand new equipment and full-time on-site support – and saving \$60K a year as result. They have exceeded our expectations and we look forward to working with them on future print management initiatives."

Pete Pappas
Information Technology Manager
City of Chino Hills

After a competitive bid process, the City of Chino Hills selected DocuSource to replace a disparate, aging and expensive printer and copier infrastructure. DocuSource provided a solution that enabled the city to save over \$60,000 a year from reduced equipment, service and outsourced printing expenses. The new consolidated contract reduces the number of invoices the city has to process each month from over a dozen to two, centralizes the supply chain and provides the city with complete visibility and reporting to assess costs and usage on a regular basis. In addition, user productivity has been enhanced by new features and capabilities such as the single step scan-to-email and scan-to-network functions, all backed by DocuSource's real-time service response that keeps the machines online and at the ready.

Living up to the high standards of the community is important to the Chino Hills city government. To ensure their city infrastructure met the expanding needs of its community infrastructure, they were consolidating their operations into a new, central government center facility. The prospect of the new facility move prompted Pete Pappas, the city's Information Technology Manager, to review the required IT infrastructure changes as well. Faced with a disparate, aging and expensive printer and copier infrastructure, Pappas knew the facility move was an excellent time to look at a refresh. Pappas stated, "We were feeling the strain of an old and unpredictable copier and printer fleet. With a multitude of suppliers, we lacked any centralized buying power and service structure. We had virtually no visibility into our usage, which made costs difficult to budget and supply stock difficult to manage. And the service burden was increasingly falling on the IT department because of unresponsive external support."

The city had a multitude of paper-intensive projects that made copiers, scanners and printers a critical part of their infrastructure. They also had high-volume color projects, such as brochures, maps and booklets, that they were forced to outsource on a repeated, regular basis. Pappas wanted a new solution that would reduce copying/printing expenses and reduce

equipment redundancy by including copy/fax/print/scan features in one system. In addition, he wanted systems capable of integrating with their LibertyNet document imaging system. "Our focus was on streamlining the process – making it easier for users to create and manage their documents," said Pappas.

As a first step, the city commissioned a print assessment to determine the current print expenses and volumes, as well as their requirements going forward. The assessment became the foundation of a RFI issued to identify a solution.

After the RFI responses were in, the city narrowed down solution providers to three contenders that met the city's basic hardware and service requirements: DocuSource, Ricoh, and the incumbent, Xerox. At that point, Pappas put the decision in the hands of the people with the most at stake - the end-user community. "I had opinions on the best solution for the city, but these machines are one of the most tangible and user intensive pieces of equipment in our IT environment. We needed machines that would first and foremost meet the needs of our end-users," said Pappas. Twelve 'power users' were selected from different business units to review each option in detail and make a final recommendation. A recommendation the city would respect and implement.

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DocuSource's solution provided the city with:

Productivity-Enabling Technology

- Consistent city-wide platform consisting of 30 Ricoh/Lanier Color and B&W MFPs, 20 HP printers and 3 HP Color Plotters
- Systems enable broad range of document output – brochures, maps, newsletters, pendflex labels, address labels, envelopes, photos
- State-of-the art, enhanced finishers, such as saddle stitching

Real-Time Service & Support

- On-site technician to maintain 99.99% uptime
- Financial penalties if service levels are not met
- Centralized supply chain
- Monthly reporting with complete visibility into usage and expenses
- Pooled copy/print volume with the flexibility to increase or decrease their annual volume target as needed

Benefit Summary

- Approximately \$60K per year in documented cost reductions
- Reduced equipment redundancy
- Enhanced user productivity through updated scanning features
- Reduced document redundancy through integration with document imaging system
- Accessible high-quality color output leading to increased in-sourcing on print jobs
- Reliable, responsive, real-time service and support

The Solution

After the technology demonstrations and a deep dive into the varying service plans, the review team resoundingly chose DocuSource as the new solution provider. "From an equipment perspective, all three technology providers offered machines that met or exceeded our requirements. The differentiation was in the service. DocuSource's guaranteed service levels far surpassed those of their competition. They provided an end-to-end solution at a very competitive price point," said Pappas. DocuSource was also a value-leader, helping Chino Hills leverage pricing from the LA County government contract to realize substantial discounts.

The city plans on integrating the new equipment into their LibertyNet document management system, giving them the ability to have a seamless, non-repetitive, flow of document images. "Ultimately, the vast majority of the city's records will end up in our document repository," said Pappas. "DocuSource offered end-to-end services and had the capability to address the entire document life cycle, not just print and copy. They have the expertise to provide a truly integrated solution, regardless of vendor, that supports the scanning/capture, document management platform and the hardware infrastructure."

The Result

Due to the enhanced features of the new MFPs and printers, the city was able to downsize their fleet from 95 machines to 65 workgroup, production and personal (confidential-use) machines. And the machines' state-of-the-art quality and finishing capabilities helped the city in-source multiple print jobs – giving the city an immediate and measurable cost impact. In addition, the new consolidated contract reduces the number of invoices the city has to process each month from over a dozen to two, centralizes the supply chain and provides the city with complete visibility and reporting to assess costs and

usage on a regular basis. Overall, the city is realizing approximately \$60,000 in quantifiable, known savings each year from reduced equipment, service and outsourced printing expenses. City staff is reaping the benefits, too. Capabilities such as the single step scan-to-email and scan-to-network functions have improved productivity and user satisfaction. Simple add-ons like page numbering have reduced job times from hours to minutes. And the real-time service response keeps the machines online and at the ready. "Integrating our users into the decision process made this a fail-proof project," said Pappas. "They really helped us understand the nuances that make a difference in their work life."

DocuSource provides free training on regular intervals to users to ensure they are taking advantage of all the system features and benefits. "We are committed to making sure the users are comfortable with the technology and able to leverage all the features that can help them add efficiencies to their work day," said Cynthia Barry, Imaging & Printing Consultant for DocuSource. "We view this as an ongoing partnership based on mutual success."

Pappas concluded, "Many organizations underestimate the impact of their copiers and printers, but this equipment is as important to users as their desktop. Plus, in today's strained economic climate, this is an area where you can find significant savings while enhancing your equipment. DocuSource helped us bring in a complete technology refresh – meeting both staff demands and city budgets. We have brand new equipment and full-time on-site support – and saving \$60K a year as result. They have exceeded our expectations and we look forward to working with them on future print management initiatives."

About DocuSource

DocuSource offers customized solutions to streamline business processes and improve record management. Formed in 1990, DocuSource is an award-winning workflow consultant and document management company. Our business professionals provide "Best of Class" end-to-end seamless integration of document management software and hardware systems. For more information, visit www.docusource.com.