



Summary of Services:

At EPA's Headquarters in Washington DC, CTI implemented a Managed Print Solution (MPS) that consists of a total services, supplies and software package for EPA's owned (1,300) Lexmark multifunction devices and HP printers. This total solution package has also expanded to other EPA regional offices around the nation.

The solution includes three on-site fully certified technicians, parts, all consumables except paper, training, network support, vulnerability and firmware upgrades to meet security mandates, daily equipment monitoring with proactive supply and service alerts, management and data entering on Remedy ticketing system for machines covered under MPS, printer fleet and management reports, remote monitoring of devices. Contract is supported also by a program manager, technical security manager and service manager who oversee the various areas of support.

The management of the fleet includes multiple brands, CTI Installed multi-brand monitoring software to manage the multifunction device fleet on a day to day basis. This allows the proactive service and supplies response which is provided by the three on-site technicians. Web-Jet Admin (HP) and Mark Vision (Lexmark) is used when firmware needs to be updated or when vulnerabilities occur.

The second phase of the contract covers the installation, training, setup and testing of new Lexmark devices which were purchased to replace older Hewlett Packard devices. Devices are purchase through an EPA established BPA which only covers the purchase of the Hardware. Once the hardware arrives CTI takes over the fleet and incorporates it into the current MPS program. CTI handles the device hardening, tests network setting and works in conjunction with the EPA IT department.

United States Environmental Protection Agency EPA

Contract number:	EP-G13H-00561
Period of performance	4/12/2013 to 4/12/2017
Place of performance:	Nationwide, Continental US
Contract Total:	\$10M to \$15M

This program is being expanded to all 9 EPA Regions who will be part of Headquarters MPS program. This contract will cover up to 3,000 devices including Regions and Field Offices.

Challenge:

EPA required maintenance, supplies, preventative maintenance and coordination with the IT Help Desk to deliver better and faster service to its customers. In addition, EPA wanted to find out what their printing volumes were and how to manage their printing costs. Service for printers was taking 2 to 5 days and technicians from several vendors had to come to service the equipment which also caused delays. Field offices wanted to update their office equipment and were looking for reduction in costs as well.

Solution:

- CTI provided a centralized monitoring program through monitoring software to receive proactive alerts for service and supplies, Every Manufacturers Software is configured to upgrade firmware levels in all 1,300 multifunction devices. This upgrade allowed CTI to remediate vulnerability areas proactively.
- CTI utilized OEM manufacturers and authorized service providers throughout the US to support equipment outside of the Washington DC area.
- CTI assigned one senior technician who manages the day to day service and supplies requests at three locations in Downtown DC. In addition, he manages two additional technicians who are stationed at two separate locations and provide technician support for service as well as replace consumable supplies.
- CTI on-site technicians keep supplies and parts available in each building to be able to respond immediately to the EPA customers printing needs.

Results:

CTI worked with EPA to integrate customized reports which allows EPA to manage the office equipment more efficiently. In addition, CTI receives tickets from Remedy, completes the tasks assigned and closes the tickets. Service tickets through Remedy have reduced by 20% since CTI has been monitoring proactively the devices.

CTI's preventative maintenance program has also contributed to the reduction of service calls. The agency supply costs have been reduced since EPA and CTI are monitoring the amount of supplies that are delivered to customers. This avoids any hoarding tendencies. Providing an on-site technician's has also helped reduced the down-time of machines allowing timely repairs and supply delivery.

CTI and EPA continue to work closely to bring more efficient ways of managing the printer fleet and bringing cost effective solutions to the agency. EPA is pleased with the stream-lined process that CTI implemented and appreciates the on-site technician that is currently dedicated to that location.