

**TOSHIBA**

# Embracing Digital Transformation with Print

Reinvent workplace productivity

 Knowledge  
On Demand



A woman with long brown hair, wearing a blue and white striped button-down shirt, is smiling and looking down at a document. A man with dark hair and a beard, wearing a light green jacket over a pink shirt, is also smiling and looking at the document. They are standing in front of a large window with vertical blinds, and a laptop is visible in the foreground. The background is softly blurred, showing green plants.

**Reinvent workplace productivity with managed print services that optimise print processes, transform workflows, boost efficiency – and enable organisations to work towards a zero carbon footprint.**

# Making work, work with managed print services

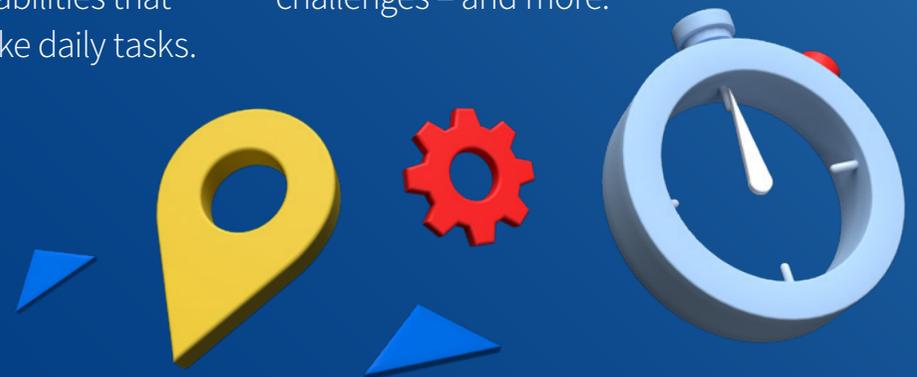
There's no denying that traditional office printing is a thing of the past. Today's dynamic and increasingly connected organisations are reinventing business models and looking for ways to automate workflows. So their people can work faster, more efficiently and more productively.

But as workplaces become more digital, mobile and adaptable, print continues to perform an important operational role. Indeed, for some business functions print is mission critical for initiating and completing a multitude of key business processes and transactions – everything from generating delivery notes and invoices through to labels and legal contracts.

This creates a dilemma for organisations looking to work smarter and accelerate growth. As well as transforming how they capture, manage, display and share information, they want to optimise and streamline their overall print environment. So they can minimise print costs and waste, support users – no matter where they work – and initiate versatile document management capabilities that simplify how people undertake daily tasks. But that's not all.

As organisations transition to becoming paper-lite, not paperless, the printers they still need to utilise have to perform flawlessly – day in and day out. Because any downtime has a big impact on productivity – and creates significant frustration for users.

The good news is that with managed print services, organisations can address all these challenges – and more.





**Section 2** | The business value of print

# The case for print

While office print volumes may be declining, print remains a core requirement for many industry sectors. A quick evaluation of the key drivers and challenges currently impacting a small sample of the many industries we work with reveals some startling similarities and common themes.

Industry	Challenges	Goals
<b>Education</b>	<ul style="list-style-type: none"> <li>• Reduce paper usage and costs</li> <li>• Zero visibility of print usage</li> <li>• Increased demand for print</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure availability of print services</li> <li>• Rationalise print fleet</li> <li>• Keep data and network secure</li> <li>• Achieve cost and carbon savings</li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>• Flexibly add devices</li> <li>• Reduce print volumes</li> <li>• Secure print and access for hybrid workforce</li> <li>• Manage cloud-based print infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Be able to print securely from anywhere to any printer</li> <li>• Reduce wastage</li> <li>• Gain better print management information</li> </ul>
<b>Transport and Logistics</b>	<ul style="list-style-type: none"> <li>• Improve efficiency and sustainability</li> <li>• Reduce manual processes</li> <li>• Reduce labelling issues</li> </ul>	<ul style="list-style-type: none"> <li>• Be Carbon Net Zero by 2035</li> <li>• Improve supply chain efficiency</li> <li>• Improve document processing</li> </ul>
<b>Healthcare</b>	<ul style="list-style-type: none"> <li>• Reduce paper consumption and carbon footprint</li> <li>• Improve efficiency and the patient experience</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve Net Zero by 2030</li> <li>• Generate cost savings</li> <li>• Tighten data security</li> </ul>
<b>Legal</b>	<ul style="list-style-type: none"> <li>• Get print costs under control</li> <li>• Improve efficiency</li> <li>• Support hybrid workers</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce print fleet</li> <li>• Implement document management</li> <li>• Securely print and archive documents</li> </ul>

Let's take a look at how today's innovative managed print services (MPS) can help organisations elevate how they utilise their print assets. So they can better control costs, reduce unnecessary print, achieve ambitious sustainability goals, and simplify the management of print, scan and copy activities at every location – delivering agile print services that meet the needs of today's hybrid and distributed workforce.

With the right MPS partner, organisations can turn print into a key business enabler that makes front-line activities more efficient. And by aligning their print infrastructure with operational needs, they can open the door to new, simplified, more efficient and more flexible ways of working. That includes finding where it's possible to digitalise processes and initiate business process automation.



# Making work, work with on-the-job automation

Today's organisations need to automate and streamline many of the productivity killing tasks that inhibit productivity - things like manual data collection and data entry, approvals and sign off requests – and consume a lot of time, resources and money. This is where business process automation comes in.

The start point for business process automation is being able to digitally capture information, which in turn makes it possible to initiate automated workflows.

With digital document management and workflow tools in play, organisations can achieve some significant productivity gains:

[Discover more](#)

<sup>1</sup> <https://start.docuware.com/go-paperless>

<sup>2&3</sup> <https://financesonline.com/cloud-file-document-management-statistics/>

75%

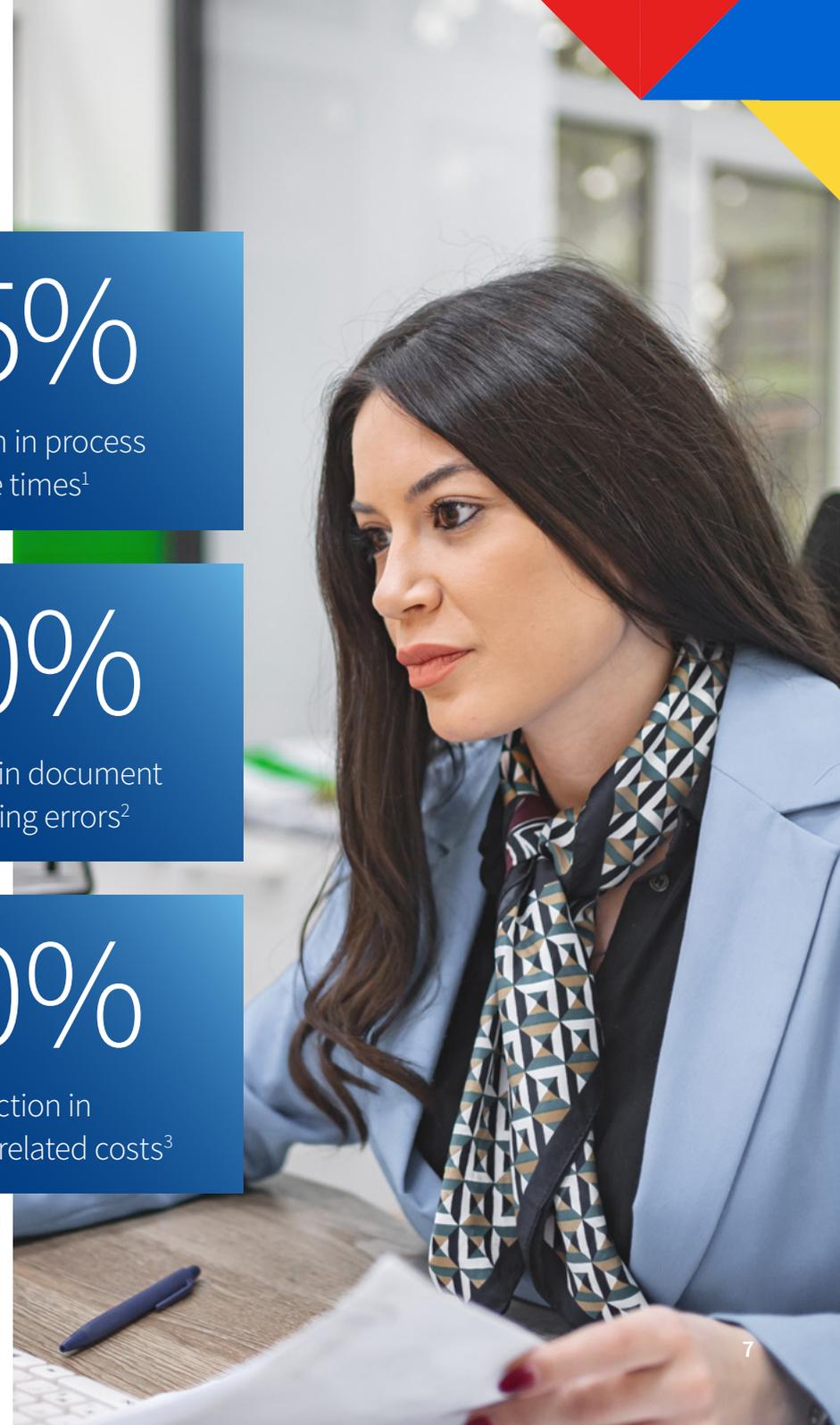
reduction in process cycle times<sup>1</sup>

30%

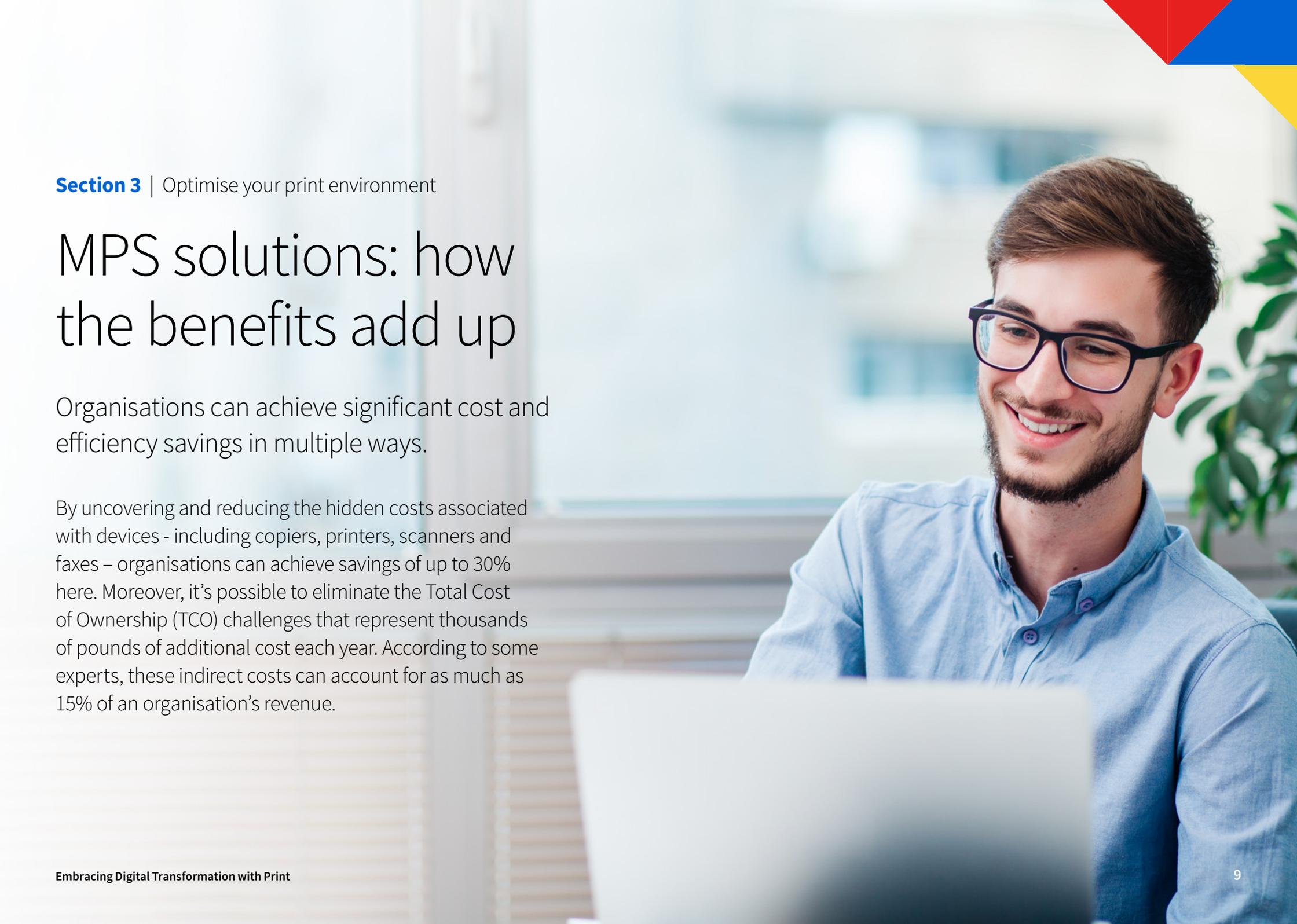
reduction in document processing errors<sup>2</sup>

40%

reduction in document-related costs<sup>3</sup>







**Section 3** | Optimise your print environment

# MPS solutions: how the benefits add up

Organisations can achieve significant cost and efficiency savings in multiple ways.

By uncovering and reducing the hidden costs associated with devices - including copiers, printers, scanners and faxes – organisations can achieve savings of up to 30% here. Moreover, it's possible to eliminate the Total Cost of Ownership (TCO) challenges that represent thousands of pounds of additional cost each year. According to some experts, these indirect costs can account for as much as 15% of an organisation's revenue.

# TCO – the hidden price of print

Having taken delivery of a new fleet of print devices, many organisations take on handling maintenance, paper and toner supply, repairs and servicing, usage and end-of-life management in-house in a bid to keep costs down. But all these activities consume huge amounts of time, resource and budget – added to which, organisations find they are exposed to unexpected bill shock whenever issues arise.

For example, calling out an engineer often comes with a hefty price tag – that's in addition to the business disruption and productivity losses that arise whenever a printer fails. Plus, replacement parts can prove eye-wateringly expensive. When added to the cost of sourcing consumables, these unplanned charges all serve to inflate TCO considerably.

By contrast, with an MPS solution these types of variable and unexpected costs can be eliminated. With a fully managed lease/device purchase service, organisations gain:

- A fixed cost-per-copy price for consumables
- Proactive maintenance and repairs/servicing included at no additional cost
- End of life management as standard



That's not all. When print estates aren't proactively monitored and maintained – or indeed appropriately set up and installed – this creates significant headaches for IT teams. With around 23% of help desk calls relating to printing issues, embracing an MPS strategy will prevent these kind of problems arising in the first place. All of which ensures operations stay up and running and releases IT teams to focus on more strategic activities. Plus, it minimises frustrations for users.

Designed to keep organisations and people productive at all times, our real-time remote monitoring and support services ensure that consumables are ordered and delivered the moment they are needed. Meanwhile, device issues are identified and addressed before these escalate into a major problem. There's no need to organise call outs or keep a huge inventory of consumables on hand – everything just happens automatically.

Reducing the cost, time and logistical burdens associated with day-to-day device operations and maintenance is just the start. Taking advantage of a managed print service allows organisations to transform the print estate to meet the real-life needs of users. Everything from identifying the best locations for print devices and rationalising how documents are printed – and by whom.

This approach also helps organisations get to grips with what they're spending and how they are spending it – identifying areas where genuine improvements can be made to cut the cost and environmental impact of their print activities.

This can include digitalising hardcopy documents and extracting data directly into systems. Or automating processes and workflows, to make it easier for users to complete tasks more efficiently – and eliminating paper-based manual processes. Or simply making recommendations on how organisations can reduce the number of print devices they utilise.



# Revolutionising print in the workplace

Today's organisations can take advantage of Toshiba's powerful MPS solutions to:



**Reduce print costs and waste** – using software to manage print assets, collect usage data by location and device, identify inefficiencies and implement cost recovery strategies.



**Regain control** – implement rules-based printing and hold users to account for what they print and make use of tracking and billing capabilities to accurately recover print costs.



**Reduce downtime** – proactively monitor the status and performance of their printer estate and minimise the disruptions that undermines productivity.



**Digitalise documents** – transform how documents are managed, stored and shared, initiating automated processes and workflows that boost productivity, reduce errors, and streamline workforce collaboration.



**Print and digital convergence** – integrate your physical and digital worlds and ease how you navigate digital enablement through workflow and process automation.



**Pursue sustainability goals** – contain and reduce unnecessary print, automate workflows, and encourage responsible printing.

**With Toshiba, re-writing the rules on how print works for your business is easier than you think.**



## Section 4 | Reframe your business

# Transform your print infrastructure for the modern workplace

The world of work is changing. Today's cloud and digitally enabled organisations need to ensure that remote and mobile workers can print securely from anywhere. They also need to ensure that confidential data stays protected at all times, and that security is maintained across all their networked devices.

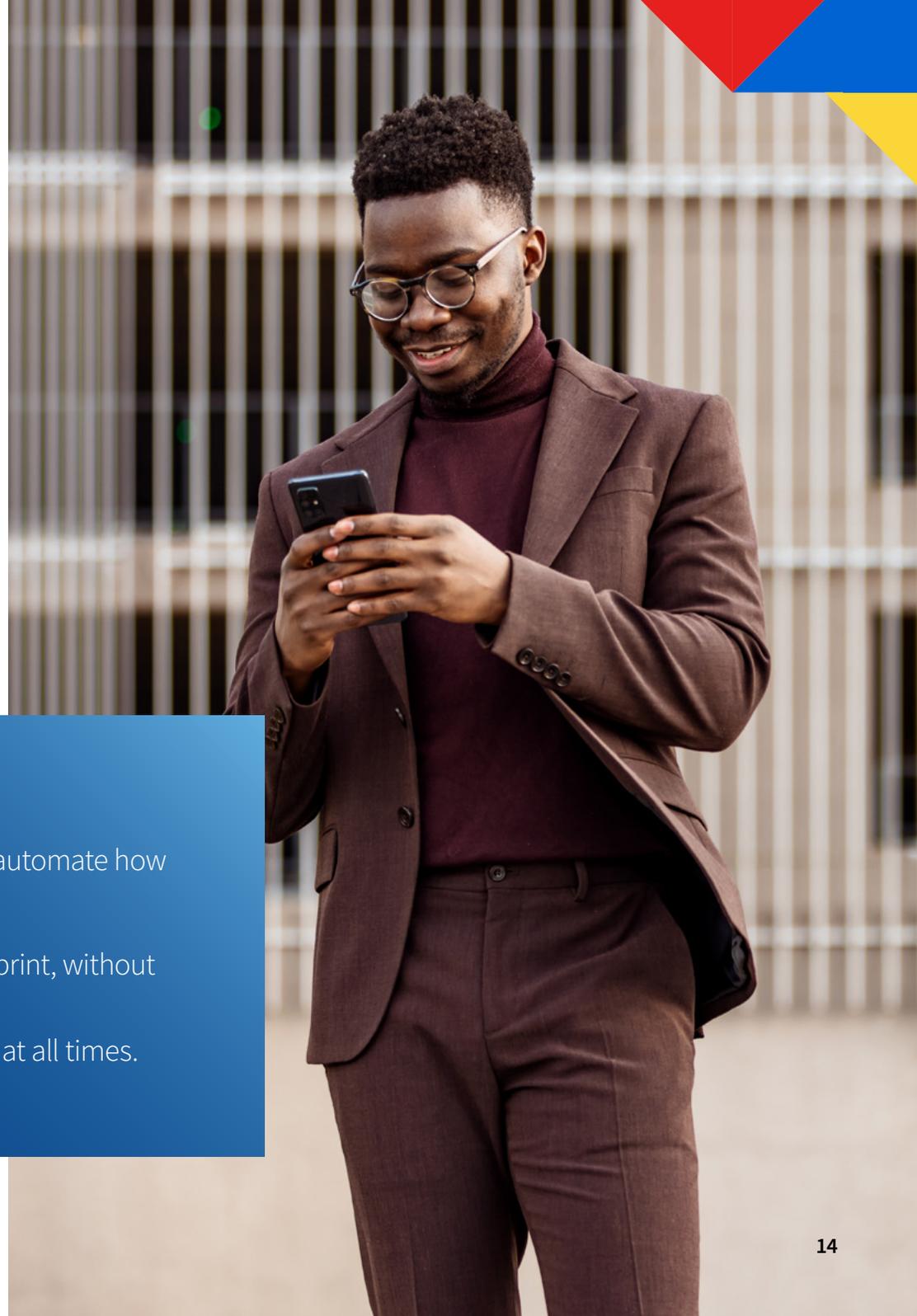
Designed with the needs of modern business in mind, Toshiba's MPS solutions utilise the latest technology and security standards. While data protection and network security is assured thanks to comprehensive inbuilt access, device and document security controls.

Streamlining and simplifying life for your distributed workforce, we also make it possible for users to print using their iOS or Android handheld devices. And when it comes to how employees print, share and store information, we enable you to deliver direct access to services like Google Drive, Google Workspace, SharePoint, Exchange Online and more.

## Keeping documents and data safe

With Toshiba, you can minimise print associated security risks and automate how you enforce data and privacy compliance:

- **Access security** – keep control of who is printing and what they print, without inconveniencing users.
- **Document security** – ensure your confidential data is protected at all times.
- **Device security** – protect your devices and your network.





When it comes to bridging the digital divide and integrating their print infrastructure with modern cloud services, we make it easy for organisations to future-proof their distributed workforce models and continually enhance the capabilities of individual workers.

Our MPS solutions feature powerful cloud management tools that ensure information, applications and automated workflows are available and convenient to access by mobile device users everywhere. Whether that's sending print jobs directly to cloud connected MFPs that let users print from anywhere to anywhere – using click-to-print – choosing their preferred print options with the touch of a button. Or making it easier to manage documents and track every 'view' and 'share'.

## With Toshiba you can:

- Focus on understanding who is printing what, where and why and keep pace with evolving needs and priorities.
- Take advantage of highly scalable print management software that enhances security through user authentication, secured mobile printing and streamlined digital processes.
- Advance your hybrid work strategy with MPS options that optimise how users can print from anywhere to anywhere.

A photograph of two women in a modern office setting. One woman with curly hair is seated at a desk, looking at a large computer monitor. The other woman with long dark hair is standing behind her, pointing at the screen. The desk is cluttered with various items including a water bottle, a cup, and a small potted plant. The background shows office glass partitions and ceiling lights.

Ready to make print work  
for your organisation?

If you're looking to turn print into an engine for business value generation, we can help. Our ecosystem of MPS solutions cover every aspect of the overall print environment. From printers, scanners, copiers and round the clock support, through to cloud powered print and device management software, versatile document and workflow management, and intuitive print apps.

**Working in partnership with your people, we'll help you:**

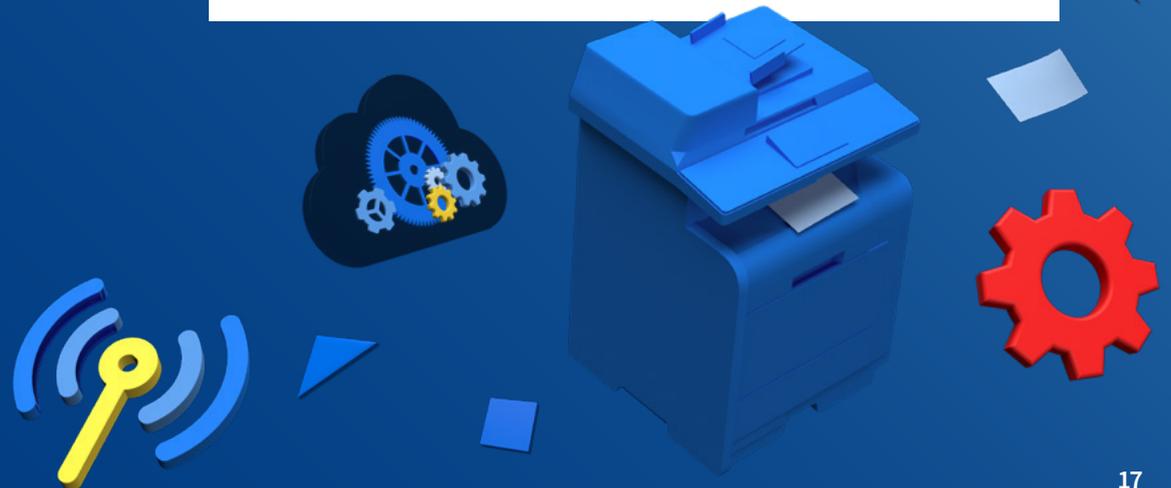
- Enable efficient and reliable print services
- Optimise necessary print processes
- Reduce the environmental impact of your print estate
- Integrate your print infrastructure with business process automation solutions to boost operational efficiencies
- Reduce unnecessary print
- Integrate your physical/digital print worlds to future-proof your operations

## Industry expertise

As a leading provider of MPS solutions, we're experienced at working with a wide range of organisations operating in a variety of industry sectors and have a deep understanding of the unique business challenges they encounter.

**Our expertise includes, but isn't limited to:**

- Transport & Logistics
- Retail
- Manufacturing
- Education
- Healthcare
- Legal
- Engineering
- Utilities
- Finance
- Hospitality





## Our approach

The starting point is always a comprehensive evaluation of your existing estate to identify how and where you can rationalise the number of devices you utilise.

As part of this process, our specialist consultants get to grips with how and where print performs an important value-generation role within your organisation – including critical job role and workflow touchpoints. Armed with these insights and a deeper understanding of your immediate and long term print goals, we generate a series of recommendations designed to get you there faster.

Our goal is to help your people have pragmatic and positive conversations about print and its role as an important business enabler. That includes considering everything from internal customer service ‘must haves’ through to data and device security, as well as aligning the delivery of print services to evolving operational realities.

If you're ready to find out more – we're here to help.

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