Reduce IT Service Costs

Cut Service Management and IT Operations Costs

Top Issues for IT Service Directors

In a recent survey, 69% of IT decision makers said that reducing costs for service management and IT operations was a priority.*

Reducing costs may be a top objective, but it must not impact service levels or the end-user experience. Various studies show that between 25% and 50% of all help desk calls are related to printing. By preventing these calls, could you improve the bottom line?

Simplified IT Service

LRS® software simplifies output management, thereby eliminating nearly all output-related calls. The few calls that remain are resolved at lower cost at level 1 without incurring the cost of escalation to more expensive level 2 or 3 resources.

The LRS solution works by capturing, storing, and controlling all document output and reliably delivering it to hundreds of distributed locations, regardless of format.

LRS software controls the entire document process from the business application, through any third-party process, right to the end device. It can also provide accurate output status feedback to SAP® applications and other business systems.

A robust output management system can eliminate most document problems. Administrators can quickly find and troubleshoot remaining issues using a browser interface. Central administration of printer drivers and a web-based printer locator enhance end-user productivity and simplify printer move, add, change, and disconnect (MACD) processes.

Reduce Infrastructure Costs

Establishing LRS software as the central hub for all document output and storage eliminates the need for additional print servers as well as DIMMs and other printer-specific

hardware. These hardware reductions not only reduce IT operational costs, they greatly simplify long-term infrastructure maintenance.

> "The three-year ROI analysis shows that on average, the companies in this study... saw a payback period of less than six months and an ROI of 384%."†

Increased Flexibility

LRS software is designed to be platform- and device-independent, so it won't matter if you want to change printer providers, upgrade to Windows® 10, or implement cloud or virtualized desktop strategies. Your business can adapt to change when and as needed.

The software is designed for quick and simple implementation; clients are often up and running in just a few weeks. LRS software typically requires no application changes.

* Fusion Business Solutions survey conducted by YouGov in 2011
† IDC White Paper Sponsored by LRS, "Business Value of Output Management," IDC #226994R, December 2013.

Customer Success

A global manufacturer deployed an output management solution to streamline printing from key business and office applications. As a result of implementing LRS software:

- The company was able to eliminate 500 print servers.

- They simplified and improved critical IT processes.

- Projected cost savings exceed $2-3 million per year.

"The LRS solution helped us eliminate 75% of our print-related support tasks."

Sustainable, cost-effective, and secure output delivery and archiving

How could you save?

An IDC report† found that customers reported median savings of $53,868 per 100 printers managed by LRS software.

This saving per 100 printers consists of:

- $28,771 in reduced IT labor costs through improved staff productivity

- $20,744 in lower annual business capital and operational print services costs

- $4,353 in enhanced user productivity with reduced print services downtime and helpdesk issues

"Customers reported significant improvements in printer output management from using the LRS software suite to manage document output. Further, customers also reported being able to troubleshoot output management problems, which in some cases they had not been able to do efficiently, or at all.

Many managers and executives certainly keep an eye on mission-critical business applications, and in the era of ITIL and IT service management, they are more concerned about the underlying hardware and software for the business application, as well as the application itself. Output management capabilities allow end-to-end visibility into printer queues, in some cases preventing problems from occurring or, if they occur, allowing quick and effective troubleshooting."

Discover the benefits of LRS Enterprise Output Server solutions in your own environment.

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