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MANAGED PRINT SERVICES at ONE-IT

Product as Service - Business Model
in Circular Economy
Maramures County - Romania

17 September, 2020 – Online meeting – REDUCES



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One-IT
is a successful
business in the
IT&C sector,
situated in
Baia Mare
Maramures County
Romania

www.one-it.ro



- One-IT started its activity in 2003, with the purpose to developing the IT market and to bring the newest technologies at local level;
- In 17 years, One-IT has distinguished itself on regional market by quality of products and services and offering personalised IT solutions for businesses;
- Currently, the company expands on the international market due to new smart solutions, Cloud Productivity and Augmented Reality technology.



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Product as Service - Business Models
in Circular Economy

**Good practice in Maramures - Romania:
MANAGED PRINT SERVICES at ONE-IT**

**ONE IT LTD offers printing equipment
with consumables included and payment
only in regime per printed page**

Timescale: 2014 - ongoing

<https://www.one-it.ro/managed-print-services/>



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Managed Print Services

We manage your printing so you can focus
on what matters most to your business.





- ***What is the problem addressed and the context which triggered the introduction of the practice?***
 - ❑ The total costs of a company for printing activities can reach up to 15% of total expenses.
 - ❑ Large investments and immobilization of money in modern equipment represent big challenges for companies, but the process of printing, scanning, copying or faxing is more difficult if old equipment and/or poorly configured software are used.
 - ❑ In addition, the long time spent by employees on printing tasks can be frustrating.





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- ***How does the practice reach its objectives and how it is implemented?***



- ❑ Through the implementation of printing solution offered by ONE-IT, called Managed Printing Services, a company can outsource the printing activities, thus saving up to 30% of the initial costs of printing.
- ❑ The printing equipment with consumables included is offered as a service, based on a rental contract. The client pays a monthly subscription and an amount related to the number of printed pages/ month.
- ❑ Due to the services of ONE-IT, staff have more time to focus on strategic activities and not on interventions, repairs or placing orders for consumables.
- ❑ The clients are legal persons and individuals.



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Resources needed

- ❑ Financial resources for buying the necessary equipment to be included in the “Managed Printing Services” program;
- ❑ As human resources, it is necessary to have specialized technicians who can quickly solve the technical problems.





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Results achieved:

- ❑ The profitability of this business model could be seen only after about 3 years;
- ❑ We have a net profitability rate of 12%, after three years in these services.



Challenges encountered:

- ❑ The biggest challenge is **mentality of "owner"**: clients want to own equipment, although this is not an advantage;
- ❑ Another challenge is the **financing**, because significant investment in equipment is needed to ensure the quality;
- ❑ The 3rd challenge is **human resource**: good tech-people is necessary to maintain high standard.



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This practice - an inspiration for others

- ❑ The "Managed Printing Services" (MPS) program is able to monitor a large range of equipment, to ensure proper delivery of necessary original consumables, safe operation, guaranteed and in time service interventions, technical support.
- ❑ The factors of transferability of MPS are related to:
 - ❑ Productivity: improvement of workflow efficiency;
 - ❑ Reliability & security of Printed data: confidentiality, availability and integration of information;
 - ❑ Elimination of investments in equipment;
 - ❑ Reduction of environmental impact.
- ❑ This printing solution is suitable for public administration, companies, ONGs and for universities.





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This practice - an inspiration for others

- ❑ The One-IT good practice contributes to coagulating a critical mass in the field, similar initiatives could be scaled at wider territorial coverage.
- ❑ Maramures County Council included the One-IT business model Product as a Service within the Status Quo of Maramures Circular Economy. The Status quo of Maramures Circular Economy will represent a support in developing the Maramures County Investment Strategy that will include the analyse of the circular economy in Maramures County;
- ❑ One-IT, due to this good practice related to Product as service, is considered among the local relevant factors (economic & public sectors, universities) that apply circular economy in Maramures County.



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Recommendations for success:

- Improve the company's productivity:** after an initial assessment of the organization's current and future needs, a program tailored to each company is recommended;
- Elimination of investments in equipment:** the services provided can choose the option of monthly payment in conformity with the current consumption, in which the cost of the equipment is included according to several criteria.
In addition, taking into consideration the printing reports, the client can budget future consumption much more accurately;





Recommendations for success:

- Improve printed data security** - analysing the printing activity and requirements, the risks related to the print security and IP security can be easier identified and reduced by:
 - Establishing optimal print streams based on the level of privacy of the data managed by each department.
 - Implementing secure printing procedures available with the equipment provided, restricting the printing possibility to outsiders, and can include installing multifunction printers with automatic hard disk drive removal functionality and network-level solutions to reduce the risk of information being recovered by hackers.
- Reducing environmental impact:** paper waste reduction thanks to automatic duplex printing, reduced electricity consumption through equipment with multiple environmental certifications and the use of original consumables that are recycled by the manufacturer.



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Thank you!



Questions welcome



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