

Lines of Business

LOB #300:

MULTI-FUNCTIONAL DEVICES

Purpose

The MFD Program manages the County's authorized fleet of centralized managed, networked, large to mid-sized enterprise class of print/copy/fax and scanning hardware, with job-based accounting and tracking software. The MFD Program hardware and software deliver secure, distributed data capture; document output; fax communication; as well as efficient document workflow capabilities. The MFD program directly contributes to the County's goal of reducing paper and the number of individual printers, scanners and fax machines acquired independently by County agencies. This results in increased security of documents in shared environments and increased overall availability and maintenance of print capabilities, etc.

Description

The MFD Program is a single, centrally managed integrated program providing services for all County agencies. In 2002, the MFD program moved to DIT and has evolved into a modern device that performs multiple functions previously performed by individual devices in all agencies (copiers, printers, scanners and fax machines). The program provides an authorized fleet of 500 centralized managed, networked, large to mid-sized enterprise class of print/copy/fax and scanning hardware. The MFD Program hardware and software deliver secure, distributed data capture; document output; fax communication; as well as efficient document workflow capabilities.

MFD is a self-use service available 24/7 and is managed by agency staff and one contractor. Hardware maintenance and support is provided by a third party services firm, with five dedicated technicians. Activities include administration of the MFD Program contract, day-to-day management of service provider and service level agreement, document workflow creation, transition from physical fax machines to MFD RightFax, and other technical advancements, and customer education and training.

MFDs are installed in over 200 locations across the County and are linked to all 14,000 individual workstations via the County's enterprise network. MFD Program hardware and software is integrated with the County's core technology infrastructure including; data and voice network, virtual server environment, data storage, enterprise applications such as document management software, Fairfax County Unified System (FOCUS), Citizen Relationship Management (CRM) software, and enterprise-wide Microsoft applications such as SharePoint and Office. MFD Program fax software, is the sole means of outbound faxing from FOCUS for invoice payments approval process.

Since the inception of the MFD program in 2001, success of its inherent capabilities is manifested in greater efficiencies countywide, and cost reductions over multiple fiscal years. Agencies mostly rely on MFDs for document input and output needs as opposed to costly, less functional, desktop printers or other group/individual networked printers purchased independently. MFDs have contributed to the County's "green" efforts and productivity efficiency enhancement goals with an increasing number of users utilizing the Scan-to-Email, Scan-to-Folder, Scan-to-Fax and Scan-to-Workflow functionality.

Document Services is an internal central support program in DIT that includes the County's networked fleet of enterprise MFDs that provide distributed print/copy/scan/fax capabilities for County agencies at various locations in government facilities and embedded FCPS, regional Local Government, State and Federal employees serving in an on-sight cross-collaborative function. Document Services also directly serves the citizens of Fairfax County through self-help public use MFDs made available in; Fairfax County Public Law Library, Fairfax-Falls Church Community Services Board, Department of Family Services, Department of Planning and Zoning, Department of Neighborhood and Community Services and other locations.

Document Services

Benefits

DIT puts a strong emphasis on educating its customers to effectively leverage existing County Information Technology (IT) resources in an effort to create operational efficiencies, automate manual processes, and reduce costs. The MFD program is one of the most cost effective, efficient, and secure means of print, scan, copy, and fax, implemented to provide a cost effective capability for responsible and consistent use and sharing of documents, reduced consumption of paper and related supplies (ink/toner), and functional agility and availability. More than 450 physical fax machines and associated telephone lines were removed in the past 5 years resulting in \$1.5 million in savings countywide. Since 2005, Gartner identified that organizations should remove desktop/network printers and fax machines, right size its print output fleet and move to smart multifunction devices to consolidate disparate print, copy, scan, and fax devices to a single, more robust MFD capable of generating efficient workflow solutions. Users can securely retrieve documents sent to print in the MFD fleet from any of the 500 devices in any of the 200 sites across the County. It is estimated that over 2,500 network printers and additional desktop printers are currently being used in the County, which are more costly than MFDs. The agency continues to promote MFD's benefits to ensure greater flexibility and cost savings for agencies.

Continuous research and studies associated with the MFD program are being conducted in effort to make it more efficient and cost effective. The County's best practices have been featured in several industry journals which include American City and County Magazine, Breaking Government, and AOL Government and were awarded the 2012 Alliance for Innovation Process Innovation Award.

Mandates

This Line of Business is not mandated.

Trends and Challenges

There are trends, opportunities and challenges related to growth in use of the MFDs that will yield on-going cost efficiencies countywide as agencies reduce the use of independent printers and scanners, and in reducing associated costs.

Trends:

- Growth in use of the single multifunction device platforms for input and output (versus commercial services);
- Increase in input (scanning/digitizing);
- Reduction of printing materials due to online digital formats;
- Integration of indexing multiple documents for better search and retrieval enterprise-wide;
- Wireless integration of printing from mobile devices; and,
- 3D printing.

Challenges:

- Implement additional MFDs at various locations to meet customer needs;
- Integrate print/scan/fax capabilities with mobile devices; and,
- Aligning MFD program goals and objectives with various document imaging, management, archivist, and records retention programs in various County departments.

Document Services

Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
LOB #300: Multi-functional Devices			
FUNDING			
<u>Expenditures:</u>			
Operating Expenses	\$2,852,106	\$2,874,323	\$2,679,862
Total Expenditures	\$2,852,106	\$2,874,323	\$2,679,862
Total Revenue	\$382,243	\$321,607	\$248,574
<u>Transfers In:</u>			
Transfer In from General Fund	\$2,407,383	\$2,398,233	\$2,278,233
Total Transfers In	\$2,407,383	\$2,398,233	\$2,278,233
POSITIONS			
Authorized Positions/Full-Time Equivalents (FTEs)			
<u>Positions:</u>			
Regular	0 / 0	0 / 0	0 / 0
Total Positions	0 / 0	0 / 0	0 / 0

Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Documents printed/copied (in millions)	46.9	49.0	41.2	40.0	39.0
Documents scanned (in millions)	2.5	3.2	4.0	5.0	6.5
Documents faxed via RightFax (in millions)	1.2	1.7	2.2	2.8	3.2
Percent of MFD customers satisfied with services	91%	90%	90%	90%	90%

As shown in the metrics presented above, there has been a significant decline in the number of documents printed based on the utilization of the scan and RightFax features. This trend is expected to continue as the department continues to educate users on the features offered by the MFDs. Since FY 2010, the Print Shop conducted a customer satisfaction survey and found the current satisfaction rate to be 90 percent and expects this trend to continue.