

Strategic Print Management
Frequently Asked Questions (F.A.Q.)

Q: How do I go about obtaining a quote from Xerox for a new multi-functional device?

A: Contact the Purchasing Office at extension 3500 or
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Q: What is Strategic Print Management?

A: Strategic Print Management is a University-wide contract for copiers and multi-function devices. The contract was awarded to the Xerox Corporation.

Q: What is a multi-functional device?

A: Multi-functional devices (MFD's) are devices have the capability of copying, printing, scanning and faxing all rolled up into one machine.

Q: Where did Strategic Print Management come from?

A: The University Purchasing Council, which consists of representatives from each UMass campus, recognized that across the UMass system, there were copier and multi-function devices from nine different manufacturers, sold by at least seven different vendors. This was inefficient and led the Council to conduct a comprehensive print management bid, seeking a company to provide managed services and cost-effective multi-functional devices to meet the University system's goals.

Q: Why is Strategic Print Management so important?

A: Strategic print management will address environmental impact, reduce costs through the standardization and consolidation of equipment and provide balanced deployment of multi-function devices.

Q: How does Strategic Print Management work?

A: The strategic print management program strives to match a department with the right copier or multi-functional device to meet departmental print, scan, copy and fax needs. The process will begin with a campus-wide inventory of such devices. Xerox will then complete a "Print Optimization Plan" for each department as equipment needs arise.

Q: Will our desktop printers be taken away?

A: No. The project's goal is to identify ways to optimize our print environment. Once an equipment need has arisen and a print optimization plan has been developed, it will be up to the individual department to decide how they want to implement it. A department may choose to stay the same or reduce the number of printers, scanners, copiers and faxes through attrition or reduction.

Q: I just purchased/Leased a new copier from another company; do I have to change to a Xerox device?

A: No, this contract does not affect the copiers currently leased from another vendor until that lease expires. Current vendors will continue to service their equipment until then.

Q: Will Strategic Print Management cost me more?

A: For most people, strategic print management will save both time and money. The program allows UMass Lowell to benefit from the purchasing power of the entire University system and provides exceptional pricing and service. The program also ensures that the best device for the best value is purchased.

Q: What equipment is covered by the Strategic Print Management Agreement?

A: All copiers and multi-function devices purchased or leased during the contract term are covered. This includes black, white and color photocopiers as well as work-group printers and scanners.

Q: Does this Agreement limit my choices of devices?

A: No, strategic print management does not limit choices, but it does limit the bands you can choose. The agreement with Xerox offers eight "bands" of devices designed to meet specific print, scan, copy and fax needs. There is a device to match any size department, from the smallest department to the largest.

Q: Can I buy under this agreement or do I have to lease?

A: You can buy or lease under the strategic print management program.

Q: When can my department get a new multi-function device?

A: Immediately. The contract with Xerox Corporation for the purchase and lease of multi-function devices is in place. All purchases of these devices as of this date are to be placed with Xerox Corporation.