

MHEC streamlines procurement of printing services with savings and sustainability.



“What may fit on one campus doesn’t always fit on another one, so it’s not as easy as a cookie-cutter solution. Xerox has been very good at identifying the uniqueness of the different campuses, but still fitting that all under one, easy-to-use purchasing vehicle.”

– Rob Trembath
Vice President and General Counsel
Midwestern Higher Education Compact

Background

The Midwestern Higher Education Compact (MHEC) was founded in 1991 and consists of 12 states: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin. In addition to conducting policy research and analysis, MHEC sponsors a variety of programs to reduce costs and increase student access. Headquartered in Minneapolis, MN, MHEC has partnered with Xerox for the past six years to offer industry-leading document technology and services. MHEC has been able to extend technology cost savings to higher education, K – 12 districts and schools, state and local governments, and non-profit entities in MHEC’s 12-member states.

The Challenge

Like most organizations in the business sector, the education and government sectors are being asked to do more with less budget. States are giving institutions less money, and every entity is being held more accountable for the funds it receives. Within this framework, institutions such as colleges and universities are looking to reduce costs, save time and find solutions to help them become more efficient, and maximize the limited resources available to them.

Typically within each state and institution, there are specific procurement processes, with specific rules and requirements. Both public sector and private institutions must follow numerous state statutes and/or applicable regulations, so there are some similarities. At the same time, each entity is unique, with different requirements when it comes to printing services across campus and administrative departments. This can create real complexity when it comes to objectively comparing and evaluating technology and services.

In order to help member institutions streamline the procurement process and save valuable funds, the Midwestern Higher Education Compact brought together a representative committee of individuals who are familiar with print operations and print management from its 12-member states. Through its own RFP, the committee selected Xerox to partner with MHEC and provide print services and solutions for its member institutions.

Streamlined procurement processes. Better print services delivered for less.

The Solution

While many organizations simply focus on the cost of products and services, MHEC's criteria were different. The committee looked at total cost of ownership, from the devices—which included the cost of supplies and consumables, such as paper and energy—to the services needed to support and maintain them. MHEC saw that Xerox was very good at determining how to make the most efficient use of printing devices and supplies, to free up space, people and their time, and use less paper, ink cartridges and energy.

Working closely with MHEC's committee, Xerox helped put together a region-wide contract that addressed the commonalities institutions share in their procurement processes and, at the same time, allows for tailoring solutions specific to each institution. The contract covers everything from a simple device, such as a single multifunction device, to more comprehensive managed print services solutions—all at a preferred pricing structure.

The partnership between MHEC and Xerox offers member institutions extensive benefits. Members don't have to worry about sending out RFPs, comparing equipment, talking with vendors and negotiating an advantageous contract. MHEC has already done this for its members, so that all these institutions have to do is focus on the printing solution that best fits their organization. Members save valuable time and money while they enjoy newly upgraded printing services.

The Results

Through its strategic partnership with Xerox, MHEC offers a streamlined procurement process and built-in cost savings.

Member entities don't have to concern themselves with the laborious task of researching devices or suppliers, because MHEC's committee has already done extensive due diligence. Member institutions don't have to allocate staff hours or operations budget to send out RFPs and compare responses, because MHEC completed this in its RFP process, along with negotiating an agreement and terms. And because the regional agreement includes streamlined purchasing power with true flexibility, institutions can get exactly what they need from Xerox.

The end result is a truly flexible partnership that provides member institutions with updated equipment and services to help them manage their printing environments more efficiently. Since 2009, MHEC members have saved more than \$7 million. MHEC is now expanding eligibility to purchase to entities throughout the Western states. MHEC's sister compact—the Western Interstate Commission for Higher Education (WICHE)—consists of 15 states in the West.

Xerox can often help organizations optimize their printing technology so that fewer networked devices actually offer more functionality. This in turn reduces consumables and paper use and provides a print environment that aligns with so many institutions' sustainability objectives. And with updated ENERGY STAR devices that use less energy, member institutions save even more money while they improve their technology.

Case Study Snapshot

The Challenge

- Reduced state and federal funding
- Reduce operational costs
- More accountability for funds
- Complex and time-consuming procurement processes
- Need to support sustainability objectives

The Solution

- MHEC member committee looked at total cost of ownership, not just pricing
- Flexible group contract covering printing technology and services
- Preferred pricing for managed print services and devices
- Streamlined entire RFP process through MHEC
- Fewer, more efficient ENERGY STAR multifunction devices

The Results

- Over \$7 million saved since 2009
- Built-in cost savings for each member institution
- One contract for print services from an experienced strategic partner
- Flexible contract allows for unique solutions
- Simplified, streamlined procurement process
- Less staff time involved in RFP processes
- Updated technology supports green objectives

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