

Improved Document Service Offerings on Capitol Hill Expands Statewide

Document printing has become easier, more efficient and convenient through the establishment of two Document Solutions contracts with IKON Office Solutions Inc. These contracts provide expanded document and postal services on Capitol Hill and provide a network of print intake service centers throughout the state.

On November 13, 2007 the Department of Administrative Services (DOAS) Rapid Copy centers were transitioned into the new Document Solution Service Centers (DSSC). The DSSC is a result of a partnership between DOAS, IKON Office Solutions, and the United States Postal Service (USPS). All of the services that were previously available at the DOAS Rapid Copy centers and the USPS are now available at one or more of the three locations on Capitol Hill. The three locations include the Twin Towers, Coverdell Legislative Office Building (CLOB) and 2 Peachtree.

Expanded print services are also available at all three locations. Services include wide format printing, document design, offset printing, variable printing, commercial printing and many more services. Non-print related services that will be coming soon and will incorporate passport services, a photo kiosk, and postal services at 2 Peachtree into the DSSC. An automated postal machine that accepts credit and debit transactions is now available in the Twin Towers. This wide range of new services combines several document process into an integrated business model.

In addition to the services available on Capitol Hill, DOAS has also entered into a separate agreement with IKON to provide the same print and copy services Statewide. IKON has an established network of intake centers throughout the State to accommodate the states' printing needs. However, customers do not have to visit a Capitol Hill DSSC or one of the intake centers located throughout the State to submit their requests. Document printing requests can be submitted online into the IKON TRAC SOLUTION at <https://doas.ikontrac.com>.

This web based tool allows customers to submit their print jobs online, track their requests through the production cycle, review their job submission history and obtain an estimated price quote. Customers using this tool will also receive an email notification when their job is complete.

Customer involvement in the solicitation process was a key element in achieving the above objectives. Customers participated in the identification of the sourcing requirements by providing valuable input via focus groups and customer surveys. For instance customers identified the services such as brochures, manuals, binding and finishing services as most important to them. We included this shift in our customers business needs in the solicitation document.

The Georgia Building Authority (GBA) has benefited also from this arrangement by acquiring commercial rates for space previously leased at non-commercial rates. The increased rental revenue in conjunction with reductions in the price for standard printing contributed to an estimated savings of 1 million dollars annually for the Capitol Hill contract. Similar savings are expected under the statewide contract.

Operating cost, improved technologies and the change in business landscape for printing solutions were contributing factors which led to the award of the contracts for the Capitol Hill and Statewide Document Solutions contracts. For more information regarding these cost saving opportunities visit www.ikon-dssc.com.