

Document Output Trends

Documents play a key role in business. Yet, for the most part, organizations take them for granted, without understanding their true costs and importance.

90% of all companies do not know what they are currently spending on internal desktop and network printing. Print charges are typically underestimated by 30%–50% by ignoring charges other than the obvious hardware, maintenance, and consumable charges.

Buyers Laboratory Inc., Gartner

Quoting insight from major research companies, we've outlined the document trends that can benefit an IT or facilities manager responsible for an organization's documents.

Document Trend #1

Paper use continues to rise.

- * Office paper use is increasing 6–8% each year(1).
- * Paper use is expected to grow for the next 20 years(1).
- * Paper is thought to be 30% faster and easier to read than a computer screen².

Document Trend #2

Print volume is climbing.

- * Print volume is growing 10–15% each year. The internet, email, and intranets are big drivers.
- * Printing surpassed copy volume in 1995(3).
- * End-users are printing multiple originals, rather than making copies.
- * Color printers are bringing new documents to the network.
- * The number of documents created and distributed electronically — then printed at the time of need — continues to grow.

Document Trend #3

Copy and fax are becoming secondary technologies.

- * Copy volumes are stagnant or in decline. Long-held habits are changing.
- * Fax volumes are being challenged by email. Email is free and arrives "at-the-desktop".

* "The heyday of the photocopier is past — the tide of history is with the printer." — Better Buys for Business

Document Trend #4

Document devices are converging.

* Print, copy, fax, and scan are now common features of a single device.

* Printer-centric MFP's hold advantages in five key areas(4):

* Network ability

* Ease of use

* Reliability

* Print Quality

* Total Cost of Ownership

Document Trend #5

Color is becoming mainstream.

* Four years ago, color was \$2.00/page, and very slow.

* Today, color is as low as \$.12/page, and up to 28ppm.

* Color printers are currently the fastest growing segment of the printer business.

Document Trend #6

Output-Based solutions are the future.

* In today's office, the as-needed approach to printer support is being replaced by Output-Based solutions ensuring reliable, hassle-free documents.

* Research indicated that by 2005 75% of all printing would be done on a cost-per-page basis and 75% of all enterprises would outsource key technologies(5).

* Enterprises should evaluate newer technologies — multifunction printers and new procurement options, including cost-per-page service contracts(5).

1Xplor

2Dataquest

3HP

4IDC

5Gartner