

What should your court system be looking for in document imaging equipment?



A recent IDC Vendor Spotlight (May 2020), "As the Workplace Evolves, How Will Printers and MFPs Stay Relevant?", sponsored by Brother, highlights market and industry trends and discusses how the print environment must evolve to meet them.

When considering document and imaging equipment, court systems should factor these five trends into their buying decisions:

1 Declining Needs for A3 Devices: Most court systems no longer need the additional features that many A3 print devices offer.

- Many court systems are relying on A4 devices to bring functionality closer to the user. 11x17" output is in the small single digits, which has resulted in flat to declining overall print/copy volumes and decreasing finishing requirements.

\$10,738



\$684

- U.S. market is transitioning to A4 devices with smaller footprints due to A4 capability enhancements and much lower acquisition costs.
- Average selling price of A3 MFP is \$10,738
- Average selling price of A4 MFP is \$684

2 Print Security: With 24 x 7 access to content, it's imperative for court systems to implement top-of-the-line security measures.

- U.S. page volume data indicates that consumer and office products combined generated over 1 trillion pages in 2019.
- Any of these pages could be vulnerable to unauthorized use and could lead to damaging consequences.
- Print security could be a major reason for court systems to update their printer fleet.
- At a minimum, court systems' printer fleets should have the latest manufacturer firmware to ensure the highest level of security.



Printers and MFPs are often overlooked for security vulnerability, but they shouldn't be.

3 Workflow Customization: Court systems need print devices that they can adapt to their unique workflows. Today's print devices need to be compatible with workflows in two areas:



- Devices should be built on an open architecture that enables easy integration with software solutions.
- Devices should have a customizable control panel to simplify frequent workflows and tasks.

Print devices should offer support for the following:

- Ability to perform capture and print management tasks in a single user interface
- Printing from/scanning to the cloud
- Secure scanning to various repositories and channels
- Device/user authorization
- Auditing device usage and recovering print costs

4 Document Management and Compliance: Print devices should be designed to help court systems meet their legal and compliance requirements.

- Highly regulated industries like court systems should ensure their document related practices meet legal and compliance standards.
- Equipment should support horizontal managed services and document management applications (e.g. Kofax). This will enable print behavior to be tracked and managed for cost and efficiency purposes.



5 Customer Support: Customer service and support are key considerations in initial sales as well as long-term customer loyalty.

- Employees and IT personnel often don't think about their print environment until there's a problem.
- Support from print device providers must be immediately available to minimize downtime.
- The after-sale experience should include high-touch customer service components such as extended product warranties, an experienced field support team and free support over the life of the product.



How can Brother help your court system?

Brother offers the Brother Workhorse Series, which includes A4 monochrome and color laser printers and MFPs, and scanners that are designed to meet the needs of today's court systems.

BROTHER
WORKHORSE
SERIES



Scalability: Brother Workhorse Series devices can handle demanding print environments, with optional additional paper trays and select models offering finishing options.



Mobility: Brother devices have built-in solutions and integrate with third-party applications to help meet remote demands.



Workflow: Brother solutions make it easy for court systems to streamline their processes and customize workflows at the device, helping to improve productivity.



Document management and compliance: Brother has a robust offering of Brother-developed and third-party solutions to address business document processes, including Kofax ControlSuite for complete document automation.



Print security: Brother offers three robust levels of security—at the device, document, and network levels—to improve document and data security.



Support: Brother offers unparalleled support, including extended warranties, a next business day exchange service, print assessments and analyses, and free support over the life of the product.



Value Print Program: This program provides discounts on Brother Genuine Supplies and a two-year limited warranty upgrade on select hardware models.



Special Solutions Team: This team assesses a court system's unique needs and develops customized solutions to meet those needs.



To learn more, [download](#) the IDC Vendor Spotlight, "As the Workplace Evolves, How Will Printers and MFPs Stay Relevant?"

Source: IDC Vendor Spotlight, sponsored by Brother International Corporation, *As the Workplace Evolves, How Will Printers and MFPs Stay Relevant?*, May 2020