Pretending It's Not a Problem

Inattention to document technology is now having troubling real-world consequences

The Most Common Document Technology Strategy? Neglect.

No, companies don't willfully ignore their document technology. It's just one of those "priorities" that never quite rises to the top of the to-do list. The lack of attention leads to countless small inefficiencies, then gradually, inevitably, to operational dysfunction. And that was before the pandemic.

The last few years permanently changed how work works. Print volumes dropped dramatically, the hybrid workforce is here to stay – and companies have been, well, slow to adapt.

How would we describe a typical document infrastructure? An over-bought, under-secured patchwork of different models, from different manufacturers, resulting in admin complexity, process work-arounds, and a mess of a supply closet.
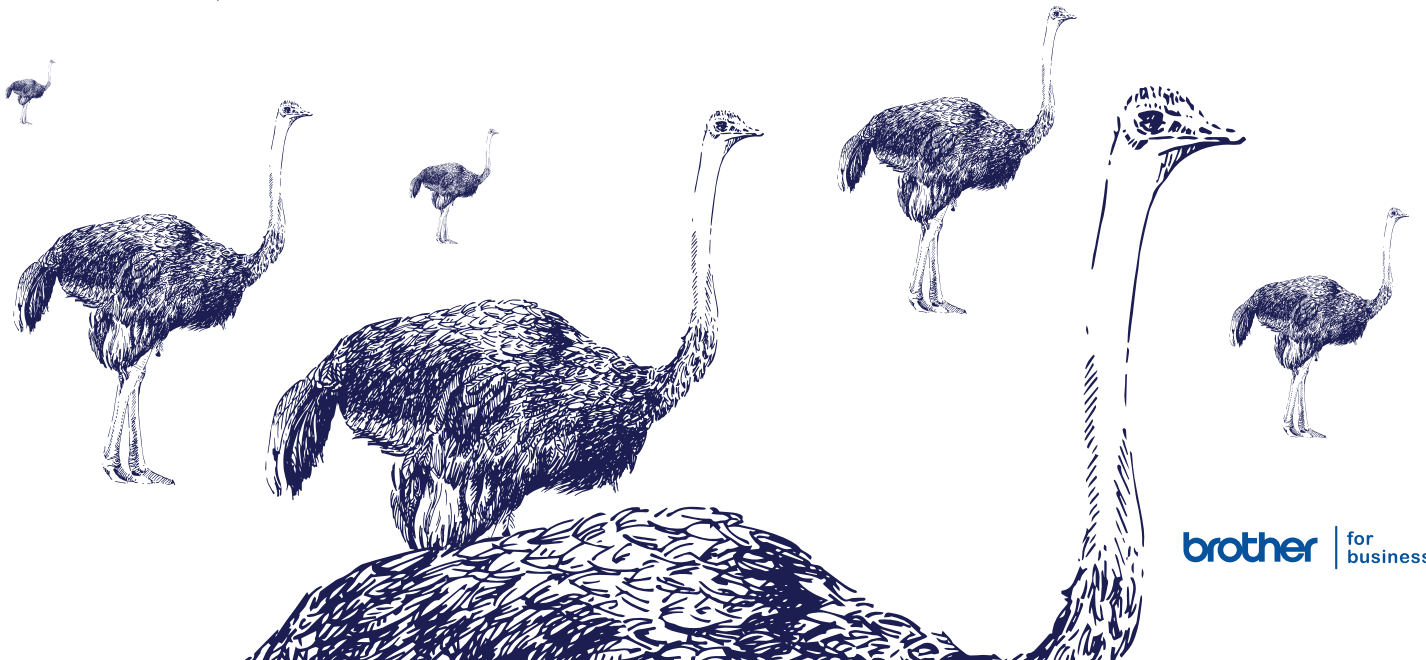
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Findings from 100 Recent, Real-World Assessments

The following pages present key takeaways from 100 assessments conducted in 2022 by the Brother Print Services team – of companies around the country and across industries, from those with simple document infrastructures to those with thousands of devices.

For executives of any business, the results will be eye-opening:
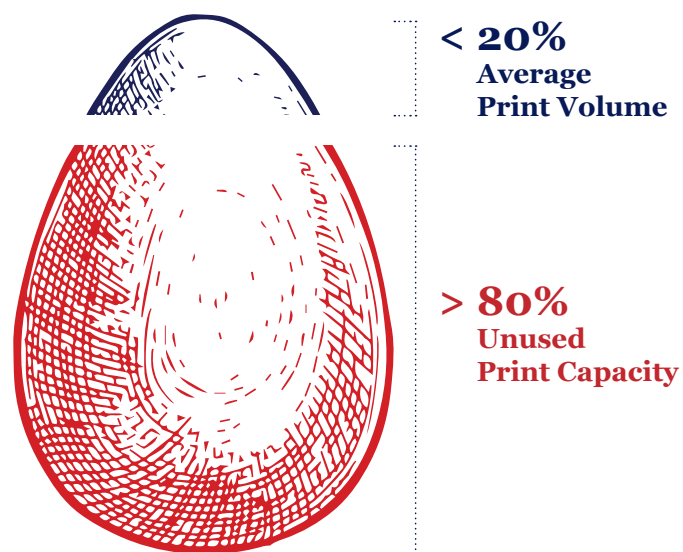
- 500% more capacity than needed
- Unprotected network access points
- Needless admin and supply complexity
- At large companies, these issues were even worse

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500% More Capacity Than Needed

With fewer people in the office, with more digital documents, print volumes are a fraction of what they once were.

On average, companies are now printing at less than 20% of their fleet's capacity. Meanwhile, many continue to pay for devices designed to print 100,000 - 200,000 pages per month, machines built for a way of working that is gone forever.

< 20%
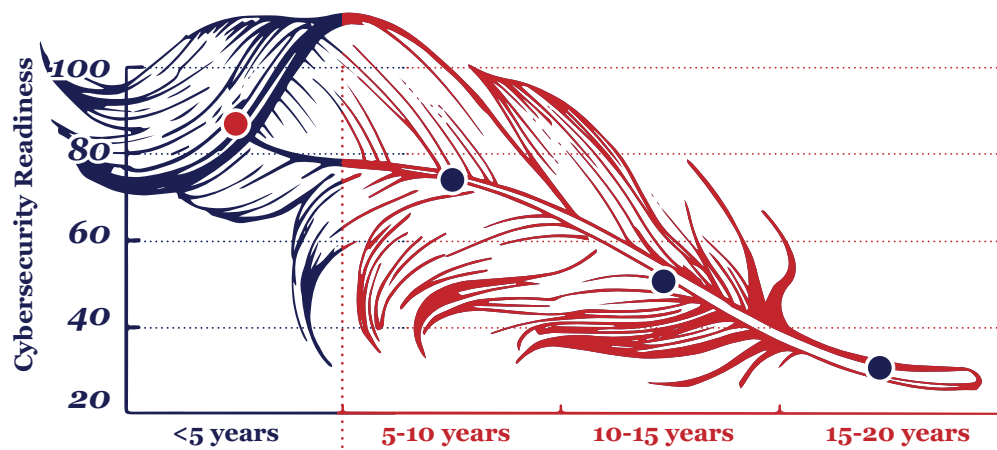**Average Print Volume**

> 80%
Unused Print Capacity

5,000%

One Midwest manufacturer was printing at less than 2% of capacity, i.e. paying for 5,000% more capacity than needed, with a monochrome CPP nearly 4x the overall assessment average. Yikes.

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5+ Year-Old Devices: Just What the Hacker Ordered

Older devices often lack critical security features.

Cybersecurity is a fast-moving battle of continuous innovation. The latest security features and updates may not be compatible with older firmware on older devices. Our assessments found that 96% of companies had older fleets – average age 5+ years. In other words, more vulnerable than they thought.

Cybersecurity Readiness

100
80
60
40
20

<5 years   5-10 years   10-15 years   15-20 years

OLDEST = WEAKEST

At every organization, security is only as strong as the weakest link. 30% of companies had at least one device over 20 years old! To a cybercriminal, that door is wide open.

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Unbalanced Deployment

Document dysfunction undermines everything. At most companies, operational infrastructure is anything but solid.

Printers, all-in-ones, and scanners are designed to keep workflow flowing, efficiently and unobtrusively. Yet at the majority of companies we assessed, they present a burden on IT, frustration for end-users, and a constant strain on the operating budget.

COMPLEXIFICATION x 12

A company in the Southeast was using – and supporting – devices from 12 different manufacturers! That's a whole lot of supplies to manage. And maintenance to schedule. And firmware to update.
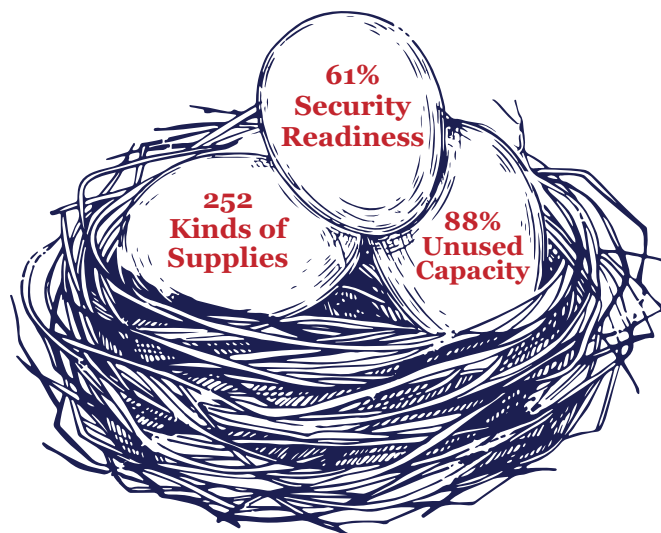
22 Different Models

70 Kinds of Supplies

90 Total Devices

Avg. of 100 Companies

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Larger Companies: The Worst Offenders

At enterprise organizations, the document infrastructure was even more dysfunctional.

More users, more devices, and the same lack of cohesive planning. The operational impact can be devastating – not only in needless expenses, but also in countless day-to-day inefficiencies that make every task just a bit more time-consuming and frustrating.

61% Security Readiness

252 Kinds of Supplies

88% Unused Capacity

Averages of Assessed Companies with 50+ Models

770 DIFFERENT SUPPLIES

A Northeast company's 33,000 employees needed over 3,000 devices. What they didn't need was over 200 different models and 770 separate kinds of supplies. Was it a procurement nightmare? Yes. Did we help them simplify everything? Also yes.

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At Your Company...

What are print volumes now compared to pre-pandemic?
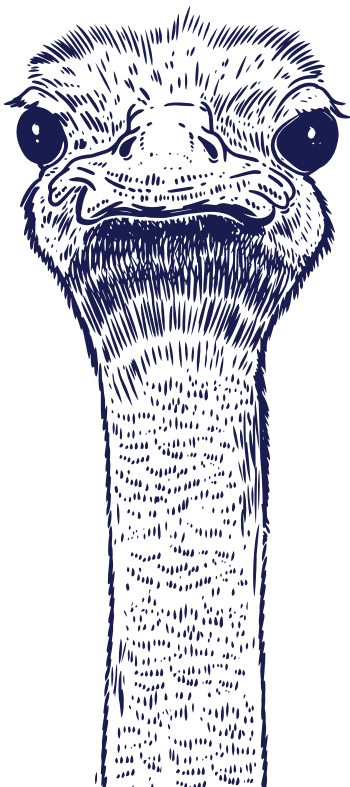
Has the overall cost-per-page ever been calculated?

How old are most devices?

How old is the oldest device?

How many different models?

From how many different manufacturers?
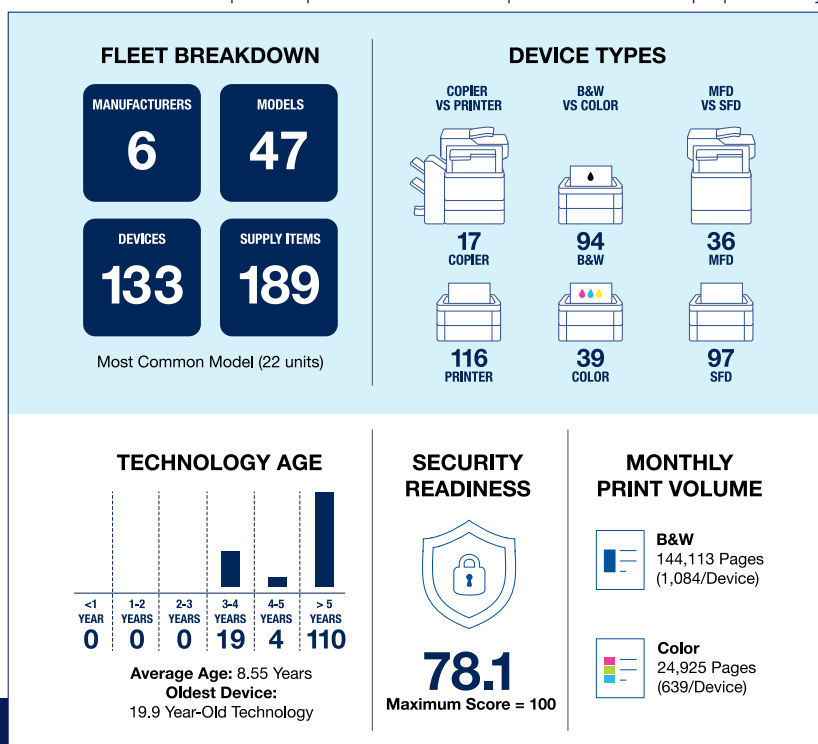
What attention has been given to print security?

Are there security protocols for users?

Are those protocols followed?

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A Predictive Assessment by Brother

This structured, no-cost examination can identify opportunities to improve security, maximize efficiency, and reduce cost. Is that worth an initial conversation? You tell us.

Example of a partial assessment report. For illustrative purposes only.

FLEET BREAKDOWN

MANUFACTURERS	MODELS
6	**47**

DEVICES	SUPPLY ITEMS
133	**189**

Most Common Model (22 units)

DEVICE TYPES

COPIER VS PRINTER	B&W VS COLOR	MFD VS SFD
17 COPIER	**94** B&W	**36** MFD
116 PRINTER	**39** COLOR	**97** SFD

TECHNOLOGY AGE

<1 YEAR	1–2 YEARS	2–3 YEARS	3–4 YEARS	4–5 YEARS	> 5 YEARS
0	0	0	19	4	110

Average Age: 8.55 Years
Oldest Device:
19.9 Year-Old Technology

SECURITY READINESS

78.1
Maximum Score = 100

MONTHLY PRINT VOLUME

B&W
144,113 Pages
(1,084/Device)

Color
24,925 Pages
(639/Device)

To learn more about Brother Predictive Fleet Assessments, please scan the QR code or contact us directly at:

www.brother-usa.com/bmgcontactarep