

Lexmark At Work, saving more by printing less

Lexmark At Work

How Lexmark is saving more by printing less.

Lexmark is a leading provider of printing solutions and services — and a user of our customer offerings as well.

Every day, in Lexmark workplaces all around the world, our employees are helping us write our own success story.



LEXMARKTM

By the numbers

Results Lexmark has achieved to date by optimizing, managing and continuously improving our global output environment.

38%

Total savings in print-related expenses

48%

Reduction in pages printed

50%

Reduction in devices

157%

Projected return on investment

8 Tons

Cartridge material savings

\$700,000

Working capital returned to the business by proactively managing supplies

Global output environment. Global approach.

Lexmark International, Inc. (NYSE: LXX) is a global company focused on helping customers efficiently run their businesses. Our products and services range from printers, supplies and accessories to solution applications and managed print services. Lexmark serves customers in more than 150 countries and employs more than 13,000 people worldwide.

With facilities on six continents supporting research and development, manufacturing, supply chain, and customer sales and support, Lexmark's output environment is both complex and widely distributed — and that makes it very much like your output environment.



FULL ASSESSMENT

Because global output environments face unique issues and challenges, they require a global approach. For us, it meant taking a **full assessment**:



VISIBILITY

- How many assets are deployed?
- Where they are?
- What are their usage levels?
- What are our total output costs?



MANAGEMENT AND CONTROL

- How do we monitor devices?
- How do we provide service and support?
- How are consumables replenished?
- Are our print practices environmentally sustainable?



CONSISTENCY

- Is our global print environment standardized?
- Are we globally implementing best practices?
- Is our output environment secure?



PRODUCTIVITY

- Are we leveraging technology that accelerates our business?
- Are we integrating electronic and paper workflows?
- Do the capabilities of our fleet enable our employees to be fully productive?

The paper path to savings.

Lexmark's approach to solving the challenges of a global output environment begins with a straightforward strategy: Print Less. By printing less, you'll save more — more time, more money and you'll even help save the environment. The key is to execute globally, to get everyone on the same page.

When developing an optimization plan, whether for our own print environment or a customer's, Lexmark emphasizes consistent global processes and a common set of deployment principles.

The optimization plan that we developed for our own workplaces unites our Print Less approach with universal deployment of several of our leading solution applications and managed print services.

Solution applications that help us Print Less

Device consolidation is just one element of the plan. Simplifying employees' daily printing tasks and reducing unnecessary printing at the same time are also key. Lexmark solution apps launched from our e-Task touch screen have the power to transform workflow. The benefits are immediate. Information moves faster, more securely and with less effort. And all those stacks of paper left on or around printers or discarded in the recycle bins? They all but disappear.

Managed print services to provide global visibility

Lexmark Global Services can see the status of every device in our global fleet. This makes

it easy to support and manage consumables proactively. For example, when a Lexmark device is low on toner, it sends an alert to our Consumables Management System. Business logic is applied, and when the order is authorized, it is routed and delivered to the key contact, maximizing uptime and protecting against errors, excess inventory and waste.

Standardized reporting tools to drive continuous improvement

To drive good decisions, you need good visibility to your fleet and good information. Lexmark has the ability to collect, organize and analyze data about the devices in our fleet and how they are being used. We're tracking cost reductions, optimization metrics and key performance indicators. The data we're collecting allows us to monitor how we are doing against our objectives and helps us identify opportunities for continuous improvement.



Print Release

When Lexmark employees launch a print job, their jobs are sent to a secure network queue and held until they swipe their Lexmark badge to release them. This app gives employees the flexibility to print from any Lexmark At Work device, enhances document security, and it helps curb wasteful printing.



Scan to Destination

These apps let our employees scan hardcopy documents and send them to an e-mail address, shared network folder, or FTP server. This solution has practically eliminated intracompany mail. It has also streamlined document handling for workgroups in HR, accounts payable and legal.



Travel Expense

This innovative workflow app lets employees scan their travel and expense forms and receipts to Lexmark's SAP system, saving money on postage and courier fees and eliminating the need to print backup copies of receipts.



Eco-Copy

Eco-Copy takes the effort out of conserving paper by serving up "green" shortcuts like automatic two-sided copies and the ability to copy multiple pages per side, such as 2-up or 4-up.



Put Lexmark to work in your global output environment. Contact your representative today:

The results

By implementing the Print Less approach in our global workplaces and deploying distributed fleet management tools and best practices, we are on the receiving end of our own value proposition.



From no visibility to **complete visibility**

By applying data-driven decision making to the entire fleet, along with enterprise-class analytics, we're making smarter decisions — not just as an organization but as end-users too; our employees are now more print-aware.



From too many assets to **the right number of assets**

We have rightsized the number of print and imaging devices, while enhancing workflow, availability and security.



From wasteful to **responsible**

We've slashed the quantity of paper we use by nearly half and reduced the amount of toner materials and energy we expend.



From reactive to **proactive**

Our printing fleet is no longer a burden to our employees. Most device issues are remedied remotely, and toner arrives just in time.



From printing to **productivity**

We are moving way beyond printing. We are extracting higher value from our fleet and leveraging the full potential of our technology. As a result, we can spend more time focused on our customers.

Go way beyond printing

Lexmark	Other providers
• Optimizes environments	• Protects units
• User productivity	• Device productivity
• Reduces pages (Print Less)	• Redirects pages (print same)
• MFPs to facilitate workflow	• MFPs to consolidate devices
• Industry expertise and focus	• Generic approach
• Customized solutions	• Off-the-shelf applications
• Strategic; attacks total output cost	• Tactical; attacks isolated cost centers
• Technology-based services	• Labor-based services
• Global execution	• Region-based execution