

WORKPLACE INKJET PRINTERS: NOW BUILT TO MEET THE DEMANDS OF THE MODERN WORKPLACE



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INTRODUCTION

From protecting data security to maintaining server uptime, IT professionals face constant daily pressures. And research has repeatedly proven that IT pros are forced to spend the majority of their time on maintenance. In fact, a Forrester study of 3,700 IT leaders found that an average of 72 percent of their budget was allocated toward “keep the lights on” activities to support ongoing operations and maintenance.¹ That leaves less than a third of their budget allocated to new projects that could propel the business forward. In short, maintenance is holding IT pros back.

One less-frequently-talked-about challenge that IT pros face is the time lost in maintaining or repairing workplace inkjet printers. And this translates into major headaches—especially for bare-bones IT departments. This white paper will examine common issues that IT pros face with workplace inkjet printers—and explore ways to overcome them.

PRODUCTIVITY LOSSES LEAD TO SERIOUS CONSEQUENCES

With so much at stake in businesses today, it's no wonder that inkjet printers often become one of the most-maligned objects in the office—for IT pros as well as end users.

Even in today's more digital workplace, hard-copy printing is still at large, and in large quantities. The typical office employee prints roughly 60 pages a day, or 12,000 sheets a year.² As employees rush to prepare for meetings or customer presentations, today's inkjet printers must also generate all those prints at lightning-fast speeds. So when inkjet printers fail to produce quickly, they cause interruptions in productivity that can have serious consequences.

COMMON PRODUCTIVITY CHALLENGES CAUSED BY INKJET PRINTERS INCLUDE:



SLOW WARM-UPS AND PRINTING

Offices today demand high quality, rapidly delivered first prints, but instead often face long warm-ups and pauses between prints. Slow printing can waste a lot of valuable time when print volumes are high.



LOW PAGE-PER-MINUTE VOLUMES

To keep pace with the demands of tight schedules and endless meetings, today's inkjet printers must generate high print volumes. Instead, users often face extremely limited page-per-minute counts.

"It takes more than 25 minutes, on average, to resume a task after being interrupted. After resuming a complex task such as design or programming, it takes an additional 15 minutes to regain the same intense focus or "flow" as before the interruption."

- The Wall Street Journal³



FREQUENT INK REPLACEMENTS

Adding to the low ink issue is that ink tanks are drained quickly under high-performance usage, requiring frequent replacements—another time-consuming task. This is another task not usually attempted by the average end user, typically becoming the responsibility of the IT pro.



PAPER TRAY REFILLS

Even when inkjet printers run as efficiently as possible, paper trays sizes can often delay prints, as many require frequent refills. If a user abandons the inkjet printer to take care of another task, the inkjet printer simply sits idle, waiting for its tray to be refilled.

HIGH-MAINTENANCE INKJET PRINTERS COST IT PROS TIME

When inkjet printers fail, if the issue is anything beyond a paper jam, the average user does not have the expertise—or the patience—to attempt a repair. This task often falls to the IT pro. Unfortunately, it's all too common for inkjet printers to break frequently—disrupting the IT pro's workflow (as well as the end user's). In short, more help desk tickets equal more work for IT.

RECURRING BREAKDOWNS

Today's office inkjet printers are expected to deliver workhorse, high-demand performance, but instead are subject to increasing stalls and breakage as usage goes up and the equipment ages. For IT pros, this translates to time lost in troubleshooting—time they don't typically have to spare.

SHORT-LIVED PRINT QUALITY

Every office relies on black-and-white prints, but many industries also rely heavily on the use of high-quality color prints. Yet with many popular inkjet printers, the quality of both color and black-and-white prints dramatically decreases as volumes increase and ink levels drop.

“As applications and networks grow in complexity, the ability to resolve performance problems worsens: 74 percent indicated that their largest application troubleshooting challenge was isolating the source of the problem.”

- Seventh Annual Network Instruments “State of the Network” Study⁴

FAILURE TO MEET EMPLOYEE DEMANDS

IT pros must meet the demands of their internal customers—employees—while staying on budget. Like external customers, employees expect always-on service availability and the ability to access the tools they need to get work done anywhere, any time. Which is why perhaps the most vexing problem that today's workplace inkjet printers create is their inability to adapt with the times. In today's age of smartphones, tablets and laptops, as well as Bluetooth-enabled meetings occurring everywhere from the airport to the grocery store, inkjet printers are typically tied to a physical building—and the workplace today simply is not this limited.

ACCESSIBILITY

Since users' printing needs naturally occur where they are, and not where the inkjet printer resides, the situation often requires workers to either wait to print until they can come into the office, or to enlist the help of on-site colleagues. Neither option is practical or productive.

Today's workplace needs an inkjet printer that's accessible anywhere, rather than an office-only accessible tool. It needs the ability to print via the cloud from smartphones and tablets, wherever workers happen to be.

TECH SUPPORT

When there's no choice but to call for repair or backup assistance, many IT pros find themselves on the other end of the line with a worker in another country who is both reading a script and not a technical expert. Outsourced technical support can be frustrating and time consuming.

CANON MAXIFY MB5420: BUILT TO MEET THE DEMANDS OF THE MODERN WORKPLACE

With all the critical tasks that IT pros must manage every day, the workplace inkjet printer should not be one of them. Today's fast-paced office environments require inkjet printers that are ready to run quickly and deliver fast, high-quality prints, with print capabilities no matter where end users are located.

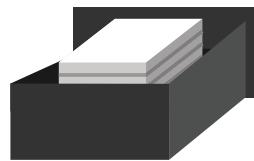
THINGS TO CONSIDER

Before choosing your next inkjet printer, consider one that addresses the productivity, maintenance, accessibility and cost issues outlined in this white paper. Canon MAXIFY MB5420 addresses them all, enabling offices to stay productive by delivering long-lasting, durable performance and convenient, anywhere accessibility. For IT pros, this all adds up to fewer help desk tickets, less troubleshooting and less time on the phone with tech support. MAXIFY MB5420 features include:



FAST PRINTOUTS:

First printout in just seven seconds with print speeds as fast as 24.0 black and white/ 15.5 color ipm



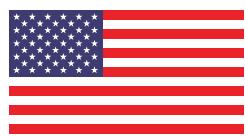
LARGE CAPACITY:

50-sheet duplexing ADF; 500-sheet, full ream paper tray capacity



LASTING CARTRIDGES:

2,500 black and white pages and 1,500 color pages from XL cartridges



LOCAL SUPPORT:

100% US-based service and support, with a dedicated MAXIFY phone number and email and extended service hours



HIGH PERFORMANCE:

Single-pass duplex scanning and printing of two-sided documents

30,000 pages/
month



DURABILITY:

30,000-page monthly duty cycle

LASER-LIKE DETAIL:

High-density black ink produces smudge-proof and highlighter-resistant prints up to 600 x 1,200 dpi



CONVENIENCE:

Print from the cloud on compatible smartphones and tablets

POWER SAVINGS:

Automatic scheduled power ON/OFF at fixed intervals reduces environmental load

ACCOUNTABILITY:

Displays records of use to allow IT pros to check printer use and encourage appropriate usage



**MAXIFY
MB5420**

Designed to maximize productivity, durability and accessibility, Canon MAXIFY MB5420 ensures workplace inkjet printer maintenance is one less headache holding IT pros back.

[LEARN MORE](#)



Sources

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<http://www.computerworld.com/article/2486278/it-management/how-to-balance-maintenance-and-it-innovation.html>
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- ⁴ "Network Professionals Sound Off on Software-Defined Networks, Unified Communications in Seventh Annual Network Instruments 'State of the Network' Study," May 2014.
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