

Optimization Delivery Services© (ODS)

ODS is a service that allows organizations to cost effectively maintain and sustain their corporate print strategy. It is critical to measure and manage the print environment on an on-going basis using truly manufacturer independent processes. Our objective is to maximize your infrastructure investment while efficiently managing the environment, print supply chains as well as service levels. We focus on the benefits of deploying print related continuous improvements throughout your organization. In order to meet these needs, the POG Consulting has developed the ODS Program.

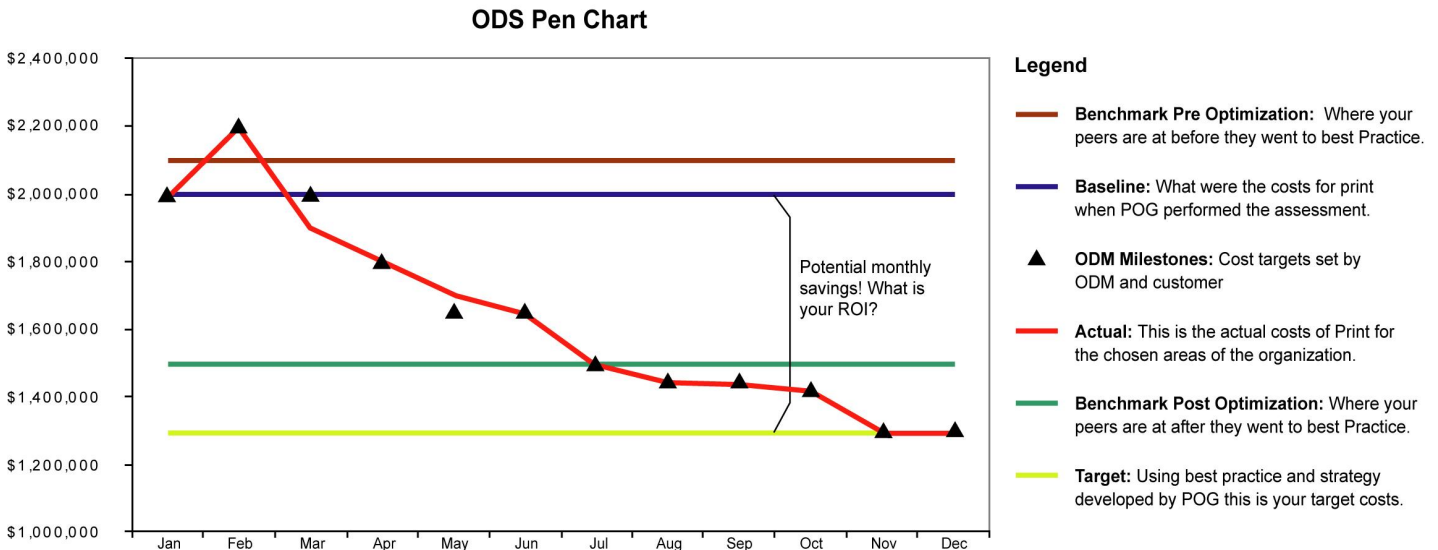
Processes and knowledge used to sustain YOUR print environment

ODS Objective... Maintain and sustain, measure and manage for continuous improvement.

ODS Benefits... Scalable program, improved control, flexible, low cost services model, client controlled and directed.

Program Output

Informative reporting that includes the following Print Environment Health Chart. This type of reporting will ensure you know the exact status of print within your company, each month.



At a glance you know how you are managing your print strategy. The program is designed to identify and capture significant print related cost reductions while improving customer satisfaction and increasing end user productivity. It will help you realize the benefits of your print strategy.

See where you started, where you are going and where you are at present...



“Without control, Organizations notice negative end user and cost impacts within 18 months of completing an optimization project.”

Program Responsibilities

1. The scalable ODS Program will provide the necessary processes, programs, software tool(s) and expertise to maintain & sustain your print strategy. Effectively manage the print supply chain and service levels. Measure and manage the print environment, including responding to daily end user requirements.
2. You cannot manage what you cannot measure. The Optimization Delivery Manager position is designed to do exactly that in a self-funding format. Varied levels of support depending on your organizations needs. Dedicated professionals who know Print and understand the issues. POG's people are unbiased and committed to helping you reach and surpass your goals.
3. Organizations implement the ODS program to track volumes, costs, budgets, help desk calls, print distribution/trends, customer satisfaction issues, resolutions and more. As your trusted print advisors we generate the necessary executive level discussions so you can proactively manage your print business.

Program Overview

Program Input

- End User Input
- Executive Directives
- Corporate Budget
- Print Strategy
- Supplier SLA's
- Technology Updates
- Company Statistics

ODS is the...

- Program
- Set of Processes
- Print Knowledge Database©
- Data Interpretation
- Supervisory Assistance
- Monthly Reporting

ODM is the...

The Optimization Delivery Manager, which is the senior high level support who is your trusted print advisor

PES is the...

The Print Environment Specialist, which is the on-site manpower resource

Program Deliverables

- Trusted print advisor and ongoing strategy development
- Proactive data interpretation
- Actions impact analysis
- End user and Supplier meetings
- Asset management
- Equipment performance review
- Business Results reporting
- Supply Chain management
- Customer Satisfaction surveys
- Supplier / Partnership management

Monthly Reporting

- Assets
- Volumes
- Costs
- Activities

Annual Benchmarking

- Best Practices
- Continuous Improvement



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