

MFP solution from Lexmark reduces the district attorney's office costs by approximately \$60,000 over two years and speeds up the prosecution process.

## District attorney's office speeds up criminal prosecution; reduces costs with Lexmark solution

### The Organization

One of New York State's busiest district attorney's offices\* prosecutes nearly 65,000 people each year for a variety of misdemeanors and felonies and serves about 2.5 million residents.

The 1,000-employee, paper-intensive organization has come to rely on its printers, copiers, fax machines and, more recently, its scanners to ensure a robust and timely prosecution system. With the ratio of cases per attorney on the rise, the demands on the office IT infrastructure and its personnel continue to mount. Budgetary constraints have only compounded the problem.

The office's IT staff recognized that document production was no longer just about "the big green button" on the copier, and that the copy machines had become IT's budget and operational turf. Robust, networked multifunction devices were readily available and could handle the volume and diverse functions required by the office - and could possibly eliminate costly copiers at the same time.

Additionally, it was clear that the office needed a solution that could speed up the prosecution process, maximize staff resources and reduce overall costs.

### The Challenge

The district attorney's primary output challenge is processing the volume of documents required to prosecute a case and distributing them to the parties with whom the paperwork must be quickly and easily shared.

From the original arrest and complaint, to affidavits and appeals, a felony case that requires months of investigation may produce hundreds, possibly thousands, of pages of evidence and documentation. The district attorney's office is required to preserve and produce copies

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—Chief of IT Bureau  
A New York State District Attorney's Office

of all this paperwork. Year after year, this burden generates significant expense and the office looked to Lexmark to help manage those costs. The district attorney's IT staff also sought ways to expedite workflow, particularly among parties outside the office, such as police departments, judges and defense attorneys.

Among other legal requirements, the district attorney must deliver "discovery" materials to the defendant's lawyer. This effort had almost exclusively been driven by copiers and fax machines and required "snail mail," personal delivery services and many costly analog telephone lines to operate.



According to the office's Chief of the IT Bureau, "Costing upwards of \$.08 per page and with no electronic way to determine usage data, the fax machines had to go."

A former assistant district attorney himself, the IT Chief always wished he had a way to email his discovery packages to required parties. This vision drove the office's decision to increase its reliance on fax-over-IP and implement scan-to-email functionality.

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Implementation, however, was made more challenging by budget restrictions, which prevented the district attorney's office from procuring printers, scanners, fax machines and other devices through its capital budget. With this new requirement, the office had to secure an optimal lease agreement that included consumables management - something his office didn't pay much attention to previously.

"We were not tracking printer usage," the IT Chief said. "It's easy to lose sight of what you're spending if you're not paying very close attention to all the elements."

### **The Solution**

The IT Chief and several staff members visited Lexmark's New York City Solution Center to learn more about the company's capabilities and offerings. Following the meeting and several subsequent conversations with Lexmark executives, the team decided to seek a networked multifunction device solution to build on the organization's existing infrastructure and process.

Ultimately, the district attorney's office selected Lexmark after extensive discussions about its objectives and service requirements. Lexmark performed an in-depth analysis of the office's current operations and offered a compelling, affordable solution to meet its objectives.

Lexmark's solution combined hardware, software, integration, installation, and ongoing consumables management into an affordable leasing package.

"Since the staff was already asking for Lexmark printers, we just had to work out the budget," the IT Chief said. "With the leasing terms Lexmark offered, we were able to get the deal squared away pretty quickly and easily."

The solution also integrated with the office's existing RightFax solution so that the organization could now send and receive faxes over the network. Specifically, faxes can be sent and received on an employee's PC or the Lexmark MFPs. This eliminated dozens of unnecessary analog telephone lines and reduced the organization's monthly costs by at least \$1,500.

"From a service approach, Lexmark learned our business process and tailored its offering to what we needed," the IT Chief said. "In the end, we came away knowing what our real needs were and with the realization that more equipment is not necessarily a better solution. We just needed to place the right equipment in the proper places. Lexmark personnel walked the halls with us to make sure we got it exactly right."

For example, the office previously budgeted for 125 new devices. Lexmark's review of the office's operations suggested the organization could increase its productivity and reduce hardware volume through device consolidation and optimal placement of resources, using only 66 devices. This model saved the organization considerable funds.

"We must have cut \$35,000 per year in print, fax, and scan costs, while greatly enhancing the functionality of our devices," said the IT Chief. "Plus, there's the added value of the production data that's now available about how we're using the equipment. Cash savings are great, but from an IT standpoint, the information we can capture from the devices and the resulting opportunity for increased productivity is even better."

Ultimately, the office implemented a distributed print environment, which included Lexmark monochrome and color laser printers and multifunction devices throughout the agency and offloaded the management of the new fleet of devices from consumables management to maintenance

and support completely to Lexmark. The printer hardware included Lexmark T632dtn monochrome laser printers, X632e MFPs and several Lexmark color laser printers.

### The Results

The office's previous method of acquiring printers and adding them to the network in an unmanaged, ad hoc way has led to a leased equipment model with consumables and device utilization managed solely by Lexmark. Now, the organization is doing more with fewer, but much more capable, devices and keeping up with the growing needs of the county.

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"We ultimately chose Lexmark for a couple of key reasons," the IT Chief said. "First, based on past experiences, our staff just demanded the Lexmark product. Secondly, Lexmark was the only vendor offering to meet with us quarterly to review results and continually optimize our solution. That's a serious commitment."

The new solution from Lexmark has reduced the district attorney's office costs by approximately \$60,000 over the next two years, primarily through the scan to fax capabilities in the new Lexmark MFPs. Scan to fax eliminates the multi-step process of photocopying and faxing original documents. Now office employees can simply scan the document once and fax it to multiple parties in the same operation, saving precious time and speeding up the prosecution process.

Through a lease agreement, the office was able to obtain the new Lexmark hardware, integration and support services its staff wanted without tapping into its capital budget. More importantly, Lexmark has helped raise the visibility of printer use and consumables, allowing the team to make more informed business decisions about technology allocation.

"We went from unsure and de-centralized, to aware and under control," the IT Chief said. "The Lexmark team was instrumental in helping us with implementation issues. Moreover, through Lexmark's partnerships with third parties, we have timely and reliable trouble call response. Since we're leasing the equipment, my help desk just has to pick up the phone and make a call and any problems are resolved."

Given the success of the existing deployment, the office is looking at other possible areas for improvement, such as replacing some desktop printers, which are costly to operate and maintain.

"Our motivation to improve our processes and technology is to make sure that criminal defendants get the punishment they deserve," the IT Chief explained. "Lexmark has been a key factor in helping us find ways to be more productive and speed up the prosecution process."