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Federal Government Point of View

Key Trends and Challenges

The government response to the global economic crisis has shown a willingness and ability to apply considerable economic power to temper the effects of financial turmoil and to support long-term economic growth.

Governments are more willing than ever to facilitate trade and assist companies to enter and compete in new global markets. At the national level, governments have started to create investment agencies. These investment agencies have a broad mission to identify and attract capital with particular emphasis on strategic industries the nation wishes to develop. In addition, governments around the world are increasingly providing online tax filing and collection services.

Since multinationals operate in complex ways, across diverse locations, governments should find new ways to track earnings and apply appropriate taxation. Keeping track of corporate tax declarations including filing and payment requires governments to identify risk by sharing information across jurisdictions. Tax regulations vary from country to country and these differences heighten risk and reinforce the need to work together to ensure fair and complete taxation.

Governments are not only enforcing economic regulations, but also offering financial support, business and legal advice.

Special government funding programs for larger businesses are meant to prevent their collapse because their failure would have a more serious impact on economy. To halt the auto industry crisis, the U.S. government is implementing a bailout package and restructuring plan that involves massive funding and industry concessions such as management changes and partnerships with other companies. In other areas, governments have developed services for businesses affected by the recession. Services include performance assessment, identifying business or financial support requirements and developing action plans to reduce cost and improve cash-flows.

Governments are paying more attention to standardizing and streamlining the
administrative system to improve efficiency. Because of budget constraints, governments are also beginning to monitor organizational effectiveness with performance management systems [Figure 1]. By borrowing business tools, such as scorecards and surveys, governments are using performance management to inform strategic planning.

[Figure 1] U.S. Federal Government Budget Receipts and Outlays

The era of globalization is forcing governments to consider how they can best help businesses harness opportunities and overcome the challenges of a global economy at the same time. As never before, governments need to efficiently deliver services and build collaborative operations that make it easier to share information across multiple stakeholders and jurisdictions.

To solve non-routine and complex problems in diverse arenas such as business, social justice, healthcare, the environment and more, federal governments are likely to leverage networks and partnerships. For example, in order to rapidly make life-and-death decisions regarding terrorist attacks, governments should be able to share and update information across defense, foreign affairs and industrial departments. These multi-party communications and information sharing increase security challenges and governments are beginning to consider how to arrange and deploy information security and security governance to mitigate threats.
The threat to our environment posed by climate change is one consequence of a rapidly expanding global economy. Governments have recognized environmental sustainability as an area of competitive national advantage and are initiating green regulations to influence change in business practices.

As part of this effort, governments provide guidelines and policy to encourage business to adopt green practices that reduce reliance on carbon-based energy sources. Governments are also monitoring the ecological impact of business practices and offer tax rebates and other incentives to companies that meet new green requirements.

**Document Workflows**

*Figure 2* Document Workflows in Federal Government

<table>
<thead>
<tr>
<th>Strategic Service Planning</th>
<th>Operation Support</th>
<th>Service Delivery</th>
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<td><strong>Financial Planning</strong></td>
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<td>Budget forecasting and planning</td>
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<td><strong>Grant Management</strong></td>
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<td><strong>Government Service</strong></td>
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<td>Multi-channel service request processing</td>
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*Note: This workflow is based on SAP Industry-Specific Business Map ([http://solutioncomposer.sap.com](http://solutioncomposer.sap.com))*
• **Financial Planning:** Federal governments perform financial analytics for budget forecasting and planning. It is a particular challenge for governments to aggregate financial data abstracted from departments, combine it with historical information and derive accurate results.

• **Grant Management:** Governments plan and manage thousands of grant programs. The grant application process involves many forms and a painstaking evaluation process. Governments would benefit from improving efficiencies in administrative processes while maintaining transparency and visibility.

• **Government Service:** Governments are required to store, secure and providing the right information to right parties during the course of providing services to citizens, government agencies and businesses. Securing information confidentiality is major challenge in this area because Federal governments often deal with information directly related to national security and citizen privacy.

• **Revenue Management:** Often governments focus on transparent record management and document reconciliation. However, the trend toward performance management will broaden their need for information monitoring and evaluation.

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**Document Requirements**

Government can improve numerous business and IT processes to reduce costs and improve service, and one such area is document management. The fact is that governments provide many important services that are driven by efficient document processing and information sharing.

Some of the major requirements these document systems require include:

> **Digitization and Integration of Documents to Support Collaboration**

Governments need to transform paper-based administrative documents to digital information gathering forms. Digitization enables integrated document management with
Once digitized and consolidated, organizations can share materials more easily, allowing permissions-based searching across all levels of government and business. In particular, forms for tax filing and collection need to be digitalized for easy searching and downloading via the Internet.

> **Support for Multiple Communications Channels**

Governments need to share information across diverse geographies and many levels of internal and external agencies including non-profit organizations. Document services should support diverse communication channels such as online, fax, email or physical mail.

> **Secure Information**

To secure information of national importance, federal governments require secure, document storage and usage monitoring. Secured communications with mutual authentication among governmental agencies or between government and companies are required for information exchange. Also, monitoring the processing of documents and information flow in trading is required. In addition, federal governments are required to separately manage between original and copied information to prepare for natural disasters and terrorist attacks. Also, they need to keep records for certain period and dispose them with the guided methods such as incineration.

> **Go Green**

To reduce energy draws and long-term cost, governments require green printing products, packaging and supplies. Government faced with the need to eliminate green house gas emissions and other forms of pollution will more often source products that promote low energy consumption, reduce emission rates, contribute less to landfills and reduce noise pollution.
Samsung’s Value Proposition for Federal Government

With its significant industry footprint, Samsung has gained extensive understanding and insight of document management in all areas of government service. With the depth of these insights, Samsung can deliver the document processing solutions that help government organizations meet their mandates and eliminate financial and environmental costs.

Samsung document workflows enhance productivity, reduce costs and allow governments to deliver new and better services to citizens.

Productivity Enhancement

Cutting-edge laser technology allows government to transform critical administrative processes from traditional, labor-intensive, paper-based documents to an efficient electronic document management system.

Samsung understands that effective communication is vital to management and performance. To improve collaboration and responsiveness within and among government entities, we have designed a solution that streamlines information storage and sharing.

Employee Satisfaction

By eliminating tedious filing and manual document handling, our solutions and service offerings will help achieve higher satisfaction among governmental employees. Samsung document management solutions allow officials to customize forms and fulfill the specific printing needs and requirements through rapid customization capability. Our responsive service will improve operational activities and quality assurance. Administrators will appreciate that they are freed from distractions arising from printer maintenance or malfunction.
Information Security and Regulatory Compliance

Information security is a vital concern and Samsung products meet or exceed regulatory requirements in order to safeguard confidential information. With Samsung, government can reduce security and litigation risks in all areas of information management. By eliminating the possibility of data leakage or permanent loss of information, such as classified reports or sensitive data, governments can successfully counter today’s security challenges and plan for the future.

Print Cost Reduction

Samsung helps government entities to optimize their printing environment in the most cost-effective manner. We provide cost-competitive hardware and supplies tailored to the needs of your organization.

Samsung’s efficient system architecture and machine layout serves all needs and helps organizations reap the maximum benefits of document-solution expenditures. At the same time, with our centrally managed printing solution, government entities can optimize printing costs by monitoring usage.

Commitment to Green

Samsung is committed to raising environmental awareness by employing environmentally friendly operating principles, materials and production methods. We are committed to helping organizations reduce their energy footprint with low-draw devices and a sophisticated toner-cartridge recycling program.
Samsung Offerings for Federal Government

Samsung develops document solution to ensure faster process in documentation and sharing with co-working partners more productively and cost-effectively. Due to the highly confidential nature of the information handling, Samsung’s diverse product lines are engineered with privacy and security as a paramount consideration.

Productivity and Satisfaction Improvement

Convenience and Ease of Use

For economic multiple-document printing, Samsung provides competitively high-speed duplex printing. Samsung devices include finishing options for convenient print operations. For example, you can use finishers that automate, staple or collate jobs for large volume printing.

Samsung helps government entities to enhance productivity by managing large volumes of paper documents in digitized form. A hardcopy scan can be transformed into various formats, including .tif, .jpg, .pdf and delivered to any destination, using fax, printer, OCR, e-mail or any enterprise application. Samsung’s “Scan to USB” enables you to transmit scanned documents and receive e-mail directly to any USB device. You can register an email address, scan a document, and then share hard copy reports by emailing them to multiple recipients.

Government employees can conveniently index, search, and categorize documents, and collaborate across diverse information technology and communications platforms. The system allows administration, accounting, and any other departments to securely access, update, share, and store any document [Figure 3].
[Figure 3] SmarThru™ Workflow 2: Simplify document workflows: Capture paper and electronic documents and distribute them to predefined destinations and processes

To preserve your current investment in print and communications infrastructure, Samsung’s Universal Print Driver recognizes and works with any PDL printer or multi-function device. In addition, our solution allows you to remotely control monitor and troubleshoot multiple devices from a single interface.

For entities seeking printing cost optimization, Samsung provides convenient functions for self-operation. One way to illustrate this is to show that Samsung copiers have numerous user-friendly functions (for example, easy-to-install drum/toner cartridges; a simple pull in/pull out finisher; and a fax module).

Innovative, Durable Hardware

For years, Samsung’s multifunction printers have led the way in innovation and cost reduction. They have received reviews that place them time and time in the “Best Quality in terms of Performance and Innovation” for reliability, multi-tasking capabilities and productivity and efficiency improvements. Samsung has been continuously awarded “Pick of the Year” by BLI, and is consistently a “Better Buys for Business” Editor’s Choice [Figure 4].
Responsive Service Plans

The Samsung implementation team offers hardware and software customization and system design as well as legacy system integration services. We minimize the cost of ongoing maintenance services by setting a fixed fee for each, so you can phase in the service you require and plan cost in advance. Typical options include service-level agreement changes, parts-only warranties, extended warranties, onsite or call center service; local provider service, equipment pick-up and delivery, in-house escalation and next-business-day service.

Compatibility and Flexibility

Samsung engineers compatibility with printing features using Citrix and SAP, as well as with IPv6 / IPSEC. Our inter-changeable toner cartridges and other supplies let you manage printers easily and effectively from single vendor.

Samsung’s powerful and flexible platform, partnered with relevant third-party expertise, is able to satisfy various business requirements through streamlining administrative process, secure device/network/applications access, and tracking prints/copies/scans/faxes.

Security and Privacy Protection

Samsung’s diverse product lines are engineered with privacy and security as a paramount consideration.

Security Features for Regulatory Compliance

Samsung’s unique security features eliminate detect and eradicate malicious attacks and to protect government’s confidential information or private records of citizen. Key regulatory compliance features include user authentication and authorization for document access; security logs for audit; and enhanced network security for record transmission.

Common Criteria Certification for MFPs

“Common Criteria” (CC) certification makes it easier for IT professionals to identify the products that meet their security requirements. Samsung’s CC-certified MultiXpress features include image overwrite, user authentication, security management, security audit log and data-flow management [Figure 5].

[Figure 5] Common Criteria Certification: Offer business environment capable products with certification

- Related Solutions with Software: SyncThru™ Web Service UI (Device Management)

Cost Optimization

In a comparative study performed by Buyers Laboratory Inc. (BLI), the leading source for unbiased and reliable intelligence for the imaging industry, Samsung copiers and supplies outperformed others in reliability, multi-tasking capability, and productivity and efficiency. BLI confirmed Samsung as provider-of-choice for lowest-cost management options [Figure 6].
[Figure 6] Lowest Cost of Ownership: Both Samsung color and mono A4 copier proved lowest total cost of ownership vs. industry leading vendor’s copier in BLI Test

Samsung’s Managed Print Service (MPS) consolidates on-site printers, MFPs, copiers and fax fleet management with a variety of flexible options, from basic cost-per-page contracts to comprehensive service engagements. A convenient, metrics dashboard provides complete visibility into all network device usage so that printer, fax, scanning and copying can be monitored and measured from anywhere. Using Samsung’s Managed Print Service (MPS) programs, government entities typically save 10 to 30 percent in total cost of ownership.

In addition, real-time monitoring of toner outage or printer malfunctions enables device maintenance management, while Samsung’s CounThru™ 2 Enterprise analysis report shows usage and billing information by print type, paper size and color selection [Figure 7].
CounThru™ 2 Enterprise: Offer total visibility of printer and copier devices

- Related Solutions with Software: CounThru™ 2 Enterprise Managed Print Solution

Ecological Foot-Print Reduction

Eco-Friendly Product

Greenpeace, a world-renowned environmental group, ranked Samsung as the world’s second most eco-friendly company. In addition, we received the 2009 Energy Star Excellence Award from the U.S. Environmental Protection Agency, and became a SmartWay Partner to help reduce greenhouse gases generated during freight transport. Samsung printers have garnered numerous Blue Angel Certifications and every Samsung printer and MFP built since 2007 has been granted a Star Mark. Samsung is committed to helping consumers lead a greener digital lifestyle, and has developed innovative toner units and printer functions to minimize material use and energy consumption.

S.T.A.R. (Samsung Take-back and Recycling) Program

Samsung's S.T.A.R. Program is a free service, created in partnership with FedEx, to encourage companies to take responsibility for keeping the environment clean. Since 2005, it has set a new industry benchmark for cartridge return plans. Under the program, Samsung collects empty print cartridges, safely recycles them, converting them into useful materials and thereby ensuring they are not incinerated or sent to landfills [Figure 8].
[Figure 8] Samsung Green Practice and Recycling Program