# Table of Contents

**State & Local Government Point of View** ................................................................. 3  
  - Key Trends and Challenges ......................................................................................... 3  
  - Document Workflows ................................................................................................. 4  
  - Document Requirements ............................................................................................. 6  

**Samsung’s Value Proposition for State & Local Government** ............................... 7  
  - Productivity Enhancement ......................................................................................... 7  
  - Citizen and Employee Satisfaction ........................................................................... 8  
  - Print Cost Reduction .................................................................................................. 8  
  - Information Security and Regulatory Compliance ...................................................... 8  

**Samsung’s Offerings for State & Local Government** ............................................ 9  
  - Productivity and Satisfaction Improvement .............................................................. 9  
  - Cost Optimization ....................................................................................................... 12  
  - Security and Privacy Protection .................................................................................. 14
State & Local Government Point of View

Key Trends and Challenges

In the wake of the 2008 global financial crisis, governments around the world face soaring citizen demands to generate more job opportunities and protect local enterprise. Resources were already overstressed from caring for aging populations and meeting economic and social needs. Furthermore, the exceptional success of some governments at meeting these challenges has increased citizens’ expectations of their own governments.

The key responsibilities for providing accessibility in the workplace and in daily life for people with disabilities are also growing rapidly, as are citizens’ demands for environmental sustainability.

Despite this ever-growing demand for more and better services, financial resources are severely limited by budget deficits stemming from the decreased tax revenue resulting from the economic downturn. Compounding the situation, the issuance of municipal bonds has skyrocketed since 2000, severely hindering ability to raise external funds.

Spending needs and debt levels are increasing, resulting in tightened budgets. This in part is why state & local governments are proactively seeking ways to optimize their operations in order to meet the challenges of delivering more and better services with limited budgets.

[Figure 1] State & Local Government Debt Outstanding

Budgetary concern increases as debt outstanding is constantly on the rise between 2000 and 2008.

Source: U.S. Federal Reserve Board, 2008
The biggest challenge is an increased need to measure performance, both in overall operations and for spending outcomes. At the same time, the inherent complexity of adding new government services increases the difficulty of operating individual departments and governments as a whole.

Increasingly, governments are striving to solve these difficulties by consolidating administrative services, and reduce their operating costs as well as significantly reduce duplication of training and staffing needs. More importantly, consolidation allows to focus its limited resources on high-impact activities that are core to their missions, resulting in improved outcomes at a lower cost to taxpayers. However, the lack of co-operation and effective collaboration among government entities is a key constraint on the full implementation of such a strategy.

Many governments are also seeking to rapidly expand online services. To respond to citizen demands for faster, more responsive service, traditional paper-based services are migrated to online platforms (e-government). This enables them to provide, despite financial and staffing constraints, more accessible, convenient and cost-effective services with a single point of access. As e-government expands to enable access to confidential information, however, adequate mechanisms for identification, fraud prevention and information security will become key issues.

**Document Workflows**

[Figure 2] Document Workflows in State & Local Government

![Diagram of Document Workflows](http://solutioncomposer.sap.com)

*Note: This workflow is based on SAP Industry-Specific Business Map ([http://solutioncomposer.sap.com](http://solutioncomposer.sap.com))
An understanding of document workflows can help developing strategies to meet today's financial and service-delivery challenges. Document workflows generally fall into four streams, each with its own unique set of obstacles.

- **Financial Planning**: Governments formulate budgets with the aid of planning and forecasting activities. They are usually challenged to boost speed and efficiency in aggregating and analyzing large amounts of historical data in order to make better budgeting decisions.

- **Government Services**: State & local governments deliver many public services and social benefit programs for citizens and local businesses. As they move toward e-government, the security concerns that arise from frequent data exchange with third parties during collaborative information sharing should be addressed. Governments also face the continual challenge of providing proper access for people with disabilities.

- **Grant Management**: One of state & local government’s roles is to plan and manage various grant programs. Because of the dual requirement of achieving efficiency in administrative processes and transparency and accountability in assessment and monitoring activities, diverse forms of management and the need for extensive evaluation processes. Management of Diverse forms and the need for extensive evaluation processes become key challenges.

- **Tax and Revenue Management**: One of the areas for improvement is in revenue stream management, tax administration and internal financial audits. Governments must also support multiple channels for tax filing, including online services that increase convenience for citizens and result in lower operating costs.
Document Requirements
To successfully overcome the key challenges posed by today’s market conditions, governments must develop and implement innovative document-management solutions. Basic requirements for effective document management include:

> **Integrated Document Management**
As the trends toward e-government and collaborative operation among multiple government agencies accelerate, digitized and integrated document-management solutions are increasingly used. Digitized documents enable employees to quickly search and view relevant information without having to track down piles of paper documents. By properly indexing and merging multiple parties’ documents, interdepartmental communications can be fostered.

> **Multi-channel Communications Support**
Governments are moving from complicated paper-based manual processes for activities such as assessing grant applications and tax returns and the electronic transfer of documents among designated personnel, which simplifies processes and enhances convenience for citizens. Because of the different communications capabilities of the various collaborating entities, however, documents must be able to be transmitted through varied means such as mail, fax and electronic channels.

> **Printer Fleet Management Enabling Low Total Cost of Ownership**
Effective digitization can transform cumbersome paper-based processes into more agile, responsive communications. To enhance productivity given existing financial constraints, governments can focus on reducing total cost of ownership by identifying the proper printer system according to the unique business needs of public institutions, taking into consideration both economic hardware and high-yield supplies. Furthermore, by installing enhanced toner-supply monitoring, redundant printing can be reduced and service responsiveness for supply replacement can be also enhanced.

> **Tight Security**
Increased collaboration and information sharing with other entities substantially increases concerns not only about the potential risk of data distortion but also about properly securing citizens’ privacy and preventing identity fraud. To establish the required security level, document systems must provide stringent data protection through secure user authentication, including access logs and storage of data-usage history. In addition, backup and disaster-recovery plans to prevent potential loss of critical information are required.
> Easy Access for Users

To better serve disabled citizens and employees, public services must provide enhanced assistive-technology-based document-management systems while still protecting user information.

Samsung’s Value Proposition for State & Local Government

Samsung’s years of experience in the government sector have given us an extensive understanding of this industry’s document management needs. Harnessing the depth of these insights, Samsung can deliver ideal document-processing solutions to fulfill the specific needs and requirements of local, state and provincial governments.

Samsung focuses on improving productivity, delivering new and better services to citizens and reducing costs related to document processing. Samsung understands the importance of regulatory compliance and has developed document-management solutions that help our customers to comply with government regulations.

Productivity Enhancement

By combining cutting-edge laser technology with our commitment to high performance and reliability assurance, Samsung can give you the tools to deliver increased productivity and efficiency. Samsung understands that effective communication is vital to your management and performance.

Through electronic document management, state & local governments can facilitate communication not only with other government entities but also with the public. The solution we have designed helps to streamline communication through digitized document-based job handling to provide faster service to the public and to respond swiftly to other organizations. For instance, it is easy to handle legal documents—or the renewal of driver’s licenses and license plates—via digitized forms. When a citizen or organization requests service, enabling quick access to relevant information allows you to cut time and staffing needs by minimizing time-consuming manual processes.
Citizen and Employee Satisfaction
Samsung solutions enhance user convenience and improve the overall quality of civil services and the satisfaction of both citizens and employees. Most importantly, Samsung allows better service to citizens and faster workflow, reducing redundant paperwork and eliminating bottlenecks.

Our rapid customization will enable to fulfill the specific needs and requirements across all necessary services.

In addition, our proactive, responsive service will vastly improve operational activities and assure quality by monitoring device usage and minimizing malfunctions. The depth and scope of our solutions and service offerings will help to achieve higher citizen and employee satisfaction.

Print Cost Reduction
Samsung helps gain maximum benefits from your technology investment by helping you choose the best device layout to provide comprehensive coverage for your business needs and by implementing central device monitoring. Our supplies are compatible across all Samsung’s major models, enabling to optimize printer maintenance costs. With our cost-competitive hardware and high-yield supplies, governments can strategically minimize not only your overall investment cost but also total cost of ownership. In addition, Samsung’s eco-friendly products and programs can reduce energy usage and help meeting environmental goals.

Information Security and Regulatory Compliance
Samsung provides legally compliant, high-security document-management solutions for regional, state, and local governments. We also include functionality for preventing the leakage, misplacement, damage, or physical loss of confidential information. With Samsung, potential risks of security lapses and resulting litigation risks can be substantially reduced.
Samsung solutions also help complying with Section 508 of the U.S. Rehabilitation Act by providing easier access to print jobs in the public service.

**Samsung’s Offerings for State & Local Government**

Samsung engineers reliable, high-quality hardware and software solutions, designing custom systems based on the needs of each organization. Our collaborative, responsive service module delivers real value to customers.

**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 4].
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 5].
[Figure 5] Solid Performance: Samsung 55ppm A4 copier outperformed in Reliability, Productivity, Multitasking, and TCO with “Very Good” in Overall Rating

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.

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.

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

![Three-Year Life-Cycle Analysis](image)

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].
Ecological Credentials

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.

Take-back and Recycle 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.

- Related Solutions with Software : CounThru™ 2 Enterprise Managed Print Solution
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] Common Criteria Certification: Offer business environment capable products with certification

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