

## WIKIPEDIA: Printology

Printology |n. print-äl j | is the convergence of operational technology with sophisticated machines that produce and/or manage documents, e.g., photocopiers, printers, fax, scanner or MFD (multi-function-device). The continuum of next generation document devices has generated a branch of technical knowledge about the equipment or and technology required to ensure reliable document production, management, sharing and security. This genre of equipment and the operating software that enhances its capabilities, often within a networked, distributed or wireless office environment, has required knowledge and technical service support beyond that which a generalist office IT administrator or equipment technician has learned.

A Printologist |n. print-äl -jist| is the technical expert who provides troubleshooting and maintenance service to keep document devices performing in maximum good order. A Printologist often works in addition to an IT technician or Network Administrator whose training is less specialized for the nuances of these increasingly complex machines. A Printologists specializes exclusively in the performance of these devices and their functionality amid compatible office equipment. Their knowledge reflects training, often with certifications, by device brand manufacturers, such as Canon, Sharp, Hewlett Packard (HP) and others (all links).

Managed Print Services (MPS) relates to a fleet or networked chain of document devices and their programmed connectivity such that an incoming printing, copying for fax job is systematically routed to the best, most economical and qualified device. In addition, steps can be taken by a printology professional (see definition, Printologist) to have the devices go quiet (auto-sleep) to reduce operating costs. The evolution of document copying, sharing and reproduction devices has created an annual industry dedicated to equipment leasing and service management of \$\$\$ billion per year in the United States (footnote source/link.)

Managed Print Services (MPS) involves managing printing devices (copiers, printers, multifunction devices, faxes) in an integrated manner. This service is typically provided by outsourced vendors, in which are mainly OEMs, IT & Copier Resellers, Supply Providers, & Systems Integrators. MPS software applications are used to manage and monitor print nature & volume to best route, replenish, & simplify printing processes.

The core aspects of MPS are defined as:

1. Management information with consolidated billing
2. Proactive maintenance of the equipment fleet
3. Ongoing optimisation of the environment throughout the contract life

Comment [CP1]: Why are we doing this when there already is a definition for MPS?  
-Oh this is going inside the Printology article.  
-Well, looking at the wiki definition I think this needs much changing.

Origin: Printing has evolved to computer-generated electronic typing, known as Word Processing (link) in the 1970s. This provides more flexibility than the bygone Mimeograph (link) machines or typewriters. The 'Mimeo' machine as we came to know it, a cumbersome copying machine with a large cylinder filed with pungent ink onto which a stencil form was affixed for cranking copies through a paper feed, evolved into the Photocopier that today is now a networked, complex, ~~technologydigital~~, multi-purpose device that can be programmed to conserve electric power, route singular color and B&W printing jobs to the best or most available device in a networked system, ~~or pushed to a back-up machine when one is either in service or offline and perform numerous document management, production, & security applications~~. Printers can be InkJet or Laser. Fax Machines can receive and print paper copies as well as handle and route electronic documents through an eFax ~~or~~ Fax service. Copiers can be large or small, to include functions within an MFD, varying greatly depending upon copying volume, speed (pages/min), range of paper stock sizes, color and B&W, etc.

Printology Resources. Companies that provide Printology goods and services can be independent document equipment and services dealers, such as INNOVEX (link), ~~and direct manufacturers~~. INNOVEX, est. Rhode Island, 1961 as Advanced Business Machines, ~~coined the term "Printology" to better describe the growing demand of technology in printing devices~~. INNOVEX began providing technical document services ~~and leasing~~ before the workplace era of electric Word Processing ~~in which their roots can be traced back to servicing Underwood typewriters, when the speed of the IBM Selectric ball typewriter was considered breakthrough technology~~. As INNOVEX, the company applied its more than half-century of technical knowledge and branded the discipline of Printology, owing to this specialized document device expertise that is typically not owned by a conventional IT manager or ~~Network Administrator~~ ~~equipment technician~~. INNOVEX provides specialized document device performance and technical support services via on-demand and contracted Printology support and MPS efficiency counsel. Customers range from Fortune 500 ranked ~~employers-companies~~ to decentralized educational districts or medical campuses, to a single office small business. INNOVEX achieves customer satisfaction by reducing the cost of operation by saving time, money, energy or direct equipment parts for document devices. The company's ~~ECO Equipment Plans~~ include ~~maintenance & repairing of printology devices, replenishment of consumables, and customer amenities~~ ~~reduction of energy outputs and managed use of recycled parts or paper~~. INNOVEX is a member of the Managed Print Services Association (MPSA.org – LINK).

LINKS [Client to provide input]:

Word Processor [http://en.wikipedia.org/wiki/Word\\_processor#History](http://en.wikipedia.org/wiki/Word_processor#History)

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Managed Print Services: [http://en.wikipedia.org/wiki/Managed\\_Print\\_Services](http://en.wikipedia.org/wiki/Managed_Print_Services)

Photocopier: <http://en.wikipedia.org/wiki/Photocopier>

Paper: <http://en.wikipedia.org/wiki/Paper>

LaserJet: [http://en.wikipedia.org/wiki/HP\\_LaserJet](http://en.wikipedia.org/wiki/HP_LaserJet)

Multifunction Printer/Device: [http://en.wikipedia.org/wiki/Multifunction\\_printer](http://en.wikipedia.org/wiki/Multifunction_printer)

Network administrator: [http://en.wikipedia.org/wiki/Network\\_administrator](http://en.wikipedia.org/wiki/Network_administrator)

Manufacturers links to pages:

HP: [http://welcome.hp.com/country/us/en/prodserv/printing\\_multifunction.html](http://welcome.hp.com/country/us/en/prodserv/printing_multifunction.html)

Sharp: <http://www.sharpusa.com/ForBusiness/DocumentSystems/MFPsPrinters.aspx>

Canon: <http://www.usa.canon.com/cusa/office/products/hardware/printers>

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