Office Equipment QPA # 10057
Contractor: IKON Office Solutions

Data Security Updates

Gina Kerr, IDOA Contract Manager
January 18, 2011
Data Security Needs

• What’s driving the need for increased security?
  – We have to be sure that what could be physically stored on the hard drive is protected.

• What does it mean if security measures are not in place?
  – We could be open to having personal/confidential information compromised.
Data Security Updates Overview

• Enhanced contract language

• Contract Management Team tracking

• QPA# 10057 - (3) prong approach
  – Existing Ricoh units
  – New Ricoh units
  – Canon units

• Owned Equipment
  – from this contract and previous equipment contracts

• Reference Items:
  – IDOA Office Equipment Security Form
Existing Ricoh Equipment

• Data Overwrite Security Systems (DOSS) Kit installation on site

• Will happen within the next 3 months (1/1/2011 – 3/31/2011)

• IDOA Office Equipment Data Security Form – completed by IKON and State employee – keep on site.

• RICOH Machines that DO NOT have hard drives are: Ricoh MP 161, Ricoh MP 2000, and Ricoh MP 2500
New Ricoh Equipment

- DOSS Kit installation before delivery as of June 1, 2010.

- During machine set up/training, IKON staff can provide DOSS kit installation information.
Existing Canon Equipment

- Hard Drive Surrender process

- IDOA Office Equipment Data Security Form and Pre-paid delivery box from IKON.

- CANON Machines that **DO NOT** have hard drives are: Canon iR 1023, Canon iR 1670, Canon iR 2020, and Canon iR 2020i
Data Security continued

If machine DOES NOT have hard drive:
• Confirm from Vendor whether machine has hard drive or not.
• Option #1 – If NO; Acquire letter for record from Vendor if they confirm NO Hard Drive.
• Option #2 – If YES; Acquire letter for record from Vendor stating surrender of hard drive to agency, and ensure hard drive is surrendered. They give State Surplus hard drive with copy of record to sign off on hard drive transfer.

If machine DOES have hard drive or is State OWNED:
• Contact State Surplus for pick up: State Surplus at 601 West McCarty Street, Indianapolis, IN 46225; Phone: (317)-234-3685. State Surplus has procedures for hard drive destruction if owned property.
Data Security References

• IDOA Office Equipment Data Security Form

• To view the Data Security form, visit: http://www.ikon.com/extranet/Indiana/ under caption link Hard Drive Security. Instructions posted on form.
Equipment Maintenance Management Program (EMMP)
QPA # 11437

The Remi Group, LLC

Gina Kerr, IDOA Contract Manager (as of 11/8/2010)
January 18, 2011
What is the Equipment Maintenance Management Program?
Typical Qualifications

1. Does your agency have service contracts and/or warranties on any of its electronic equipment?

2. Have you acquired any new electronic equipment recently or are you planning on acquiring any equipment in the near term?

3. Have you experienced issues when dealing with electronic equipment failure?

4. Have you met or talked to Ben Fuelberth about the Remi Equipment Maintenance Program?
And other equipment that is basically electronic in nature.
Benefits of the Remi EMMP

Cost Reduction
• Reduces current equipment maintenance expenditures by 25% compared to conventional service contract pricing.

Singular Contract
• Consolidates all of your current service contracts into ONE comprehensive program, eliminating the high costs and inefficiencies of multiple vendor service contracts.

Choice of Service Vendor
• We work with national and local service companies and will dispatch your preferred service vendor. This gives you the ability to choose service vendors based on responsiveness, customer service, and quality, ensuring that you are receiving the highest level of service available.

Service Management System
• We manage your service call from start to finish. One toll free number for all covered equipment service calls and real-time tracking of each service event ensures that your equipment is maintained properly and fixed right the first time.

Online Management Reports via Remi Online
• Online reports enable you to easily access information such as equipment inventory, repair history, equipment performance, and service vendor performance.

Guaranteed Budget
• Solidifies your maintenance budget and protects your investment by providing a “capped cost” solution.
Let’s Get Acquainted

For New Opportunities:
• Ben Fuelberth (primary)
• Terry Quinn (secondary)

For Billing, Day-to-day Account Management:
• Aimee Goodman

Ben Fuelberth
Reference Information

IDOA website for The Remi Group QPA:
• http://www.in.gov/idoa/2653.htm

EMMP Contact(s)

• Aimee Goodman, Account Management (Quotations, Billing, etc.),
  – agoodman@theremigroup.com or 704.602.0837 or toll free at 888.451.8916

• Dispatch is (866) 296-4847

• Ben Fuelberth, Business Development
  – ben.fuelberth@aon.com or 317.237.2424

State Contact

• Gina Kerr, Vendor Manager, Indiana Department of Administration
  – gkerr@idoa.in.gov or 317.234.4998