

Office Documents — Overall Cost per Page

In reality, few companies have a clear map of the whole economic costs of office documents. Historically fragmented budget holders, multiple decision makers, fragmented technologies and a complexity of resources hide the real scale of financial burden.

Translating the system map of office documents into this cost group table helps to show where the 70¢ per page is consumed. Typically, only the visible hard costs are (theoretically) managed.

Component	Cost
Visible Hard Costs – hardware, toner and inks, paper (plain and special), click-charges, services and maintenance, power, etc.	5¢ to 7¢
IS Support and Infrastructure – help desks, second level support, installation and setup, asset management, assessment, testing, local support staff, training, print servers, network connections, mainframe conversions, print formatting software, pre-processing equipment, etc.	5¢ to 7¢
Administration and Purchasing – product and services selection, internal requisitions, orders, billing, RFP's, storage, restocking, supplies service centers, inventory management, vendor relationship management, etc.	2.5¢ to 3.5¢
Document Production – end user production time and energy, futzing and waiting time, and intervention activity, hand finishing, walking to copiers, fax machine interaction, etc.	15¢ to 20¢
Document Management – the 'before and after' costs and processes, including filing, storage, indexing, microfiche, COLD, scanning (and not scanning), binding, folders, retrieval, postage, enveloping and distribution, mailroom, pre-printed forms, electronic forms, document creation, waste disposal, etc.	25¢ to 33¢
Total Burdened Cost	52¢ to 70¢