



The True Cost of In-House Print

What your budget doesn't show you

APPROXIMATELY

30%

The market has recognized what CFOs are now calculating: the full cost of in-house print outweighs the perceived control. ~60% of organizations already outsource at least part of their print volume. The question is no longer if — it's how.

Source: Keypoint Intelligence 2024 Transactional Communications Insights

YEAR-OVER-YEAR GROWTH IN PRINT OUTSOURCING (2023-2024)



6 Hidden Cost Categories



01

Equipment Refresh & Technical Debt

Print technology evolves fast. When you own the equipment, you own the upgrade problem – and the CAPEX burden every cycle. Older equipment also creates technical debt that compounds over time.

02

Real Estate & Facilities

Dedicated floor space, power infrastructure, and climate control carry costs that never appear on the print budget. That square footage has real opportunity cost.

03

Full Labor Overhead & Workforce Risk

Beyond press operators: IT, procurement, HR overhead on every headcount – plus the cost of attrition, key person dependencies, and continuous upskilling to keep pace with evolving print technology.

04

Compliance & Regulatory Risk

HIPAA, FINRA, SOC, PCI. One missed disclosure or mailing error in a regulated industry can mean penalties, remediation costs, and reputational damage.

05

Postage Inefficiency

Without presort expertise or USPS incentive program access, organizations routinely overpay on postage. That's real money leaving the building on every mailing cycle.

06

Business Continuity Exposure

One outage at a single site stops all regulated communications. And when key staff leave, undocumented in-plant processes leave with them. Documenting those processes is sound risk management – and the foundation for any outsourcing conversation.

Why OSG?

50+

Years of Experience

10

US Production Facilities

1B+

Pieces Printed Annually

99.9%

2025 & Q1 2026 SLA Performance

\$19M in planned equipment investment 2025-2027 • 4,400+ clients • 10 geographically distributed facilities with built-in disaster recovery

Key Takeaway

Organizations that outsource print operations convert unpredictable CAPEX into predictable operating expense, eliminate compliance and business continuity risk, and free leadership to focus on what moves the business forward.

And you don't have to make the leap all at once. OSG starts where it makes sense for your organization.

[Get Started with OSG](#)

