2019 Printer/MFP Line of the Year

Lexmark™

Lexmark was chosen by Buyers Lab analysts as the winner of the 2019 Printer/MFP Line of the Year award for its….

- Exceptional reliability, simple maintenance, and high-yield supplies, which adds up to minimal downtime

- Robust standard security features and productivity-enhancing workflow tools through eSF

- Intuitive design, thanks to easy-to-navigate touch-screen control panels

- Strong value proposition across its line, offering standout performances and feature sets for a low total cost of ownership

Lexmark is the clear winner in the Printer/MFP space this year, offering an expansive portfolio of superb products that deliver excellence at every level. In fact, every Lexmark product tested in the past year went on to win a Pick award in its category.

"From small offices to large enterprise environments, Lexmark offers an outstanding printer or MFP to perfectly meet the needs of business users," said Marlene Orr, Keypoint Intelligence's Director of Printer & MFP Analysis. "Lexmark's product line delivers excellent reliability, outstanding quality, class-leading speeds, and unparalleled ease of use, thanks to its intuitive design and large, customizable touchscreens. Once you factor in the array of available workflow software and low running costs, it's easy to see why Lexmark's portfolio of printers and MFPs was chosen as the best of the best."

Congratulations to Lexmark on winning the BLI 2019 Printer/MFP Line of the Year!

Excellent Reliability from Start to Finish

The 18 Lexmark devices that were lab tested over the past four years ran a cumulative total of 1,480,000 pages—with only three misfeeds recorded and no service required. "Throughout our exhaustive testing, Lexmark's products demonstrated outstanding reliability," said Buyers Lab Senior Test Technician Tony Maceri. "This, plus the simple maintenance procedures and available extra-high-yield supplies, means users can expect maximum uptime with less frequent interruptions."

A further testament to the robust design and reliability of the Lexmark product line, the flagship color MFP, the Lexmark CX860, ran a total of 1 million impressions during extended reliability testing and only experienced a total of four misfeeds. Adding these numbers to the volumes tested, Lexmark's color line produced more than 2,300,000 impressions with only six misfeeds. This means that, depending on the device, users would likely only experience a misfeed once every six or eight months or so, based on real-world volumes.

Security Built for Business

For its comprehensive full-spectrum security architecture, Lexmark was honored with a 2017–2018 BLI PaceSetter in Document Imaging Security. "Network device security is a chief concern for businesses today and users can rest assured that Lexmark has them covered with multifaceted protection," said Jamie Bsales, Keypoint Intelligence's Director of Solutions Analysis. "Lexmark's device security includes advanced features such as a firmware integrity check at boot-up, BIOS integrity checking, intrusion detection and reporting, and much more."

Advanced security features of Lexmark's portfolio include...

- Device authentication, hard drive security, and firmware integrity
- Security features on its single-function printers that generally match those found on its more advanced MFPs
- The ability to securely tie printers and MFPs to workflow software
- Excellent device-management security features found in the company's Markvision Enterprise platform

Flexible Mobility and Workflow Tools

"Built for the modern office worker, Lexmark devices offer support for numerous mobile print methods, such as Lexmark Mobile Print app, iCloud, Apple AirPrint, and Google Cloud Print, so users can print and scan from virtually anywhere," said Kaitlin Shaw, Keypoint Intelligence's Editor of Printer & MFP Evaluation. "And with NFC/Wireless Direct, users can connect with a simple tap of their mobile device to the printer."

Other productivity-enhancing apps and onboard tools include...

- The ability to preview and print PDFs and Microsoft Office files from USB flash drives directly from the touchscreen

- Lexmark Forms and Favorites, which lets users quickly and easily print frequently used documents from network storage locations or content management applications via the touchscreen

- AccuRead OCR to turn hardcopy documents into searchable PDFs or editable Rich Text Format without the need for additional PC- or server-resident software

- Scan Center to scan and route a digital file to multiple destination types simultaneously (email, network folders, FTP sites, fax machines, etc.)

- ID Card Copy for one-touch copying of identification cards, which automatically enlarges content and prints both sides of the card onto one side of a sheet of paper

Intuitive Design and Fast Speeds for Maximum Productivity

Buyers Lab's productivity assessment isn't just about fast speeds, though Lexmark devices have that covered. How easy it is to interact with and maintain the device also plays a big role in worker productivity. And in all these areas, Lexmark's products go above and beyond.

"Lexmark's models in the 700 and 800 series deliver class-leading speeds, but its entire line of products further boost worker productivity through unparalleled ease of use, thanks to the devices' intuitive design and large, customizable touch-screen interfaces. And because of the simple maintenance procedures and long-life consumables for reduced intervention rates, Lexmark users can work more efficiently," said Orr.

Consistent, High-Quality Output

"Image quality was impressive and consistent," said Maceri. "Regardless of mode—print, copy, color, black—Lexmark proved it can be counted on to produce professional-looking, high-quality output, with bright colors and crisp text and lines."

- Every color and black model tested received Very Good or Excellent ratings for black lines, halftones, and solids

- All color models tested received Very Good or Excellent ratings for color print quality

Impressive Functionality for Less

"Because many of the models in Lexmark's line incorporate the company's Embedded Solutions Framework (eSF), workflow software can integrate with devices to help boost productivity and

Outstanding Reputation

Lexmark's printers and MFPs continue to impress with their reliability, quality, and value.

Lexmark Devices that Contributed to This Award:

- Lexmark X950de, Winter 2017 Outstanding A3 Color MFP for Large Workgroups

- Lexmark C950de, Winter 2017 Outstanding A3 Color Printer for Large Workgroups

- Lexmark CX820 Series, Winter 2017 Color MFP for Large Workgroups

- Lexmark CX825 Series, Winter 2017 Outstanding Color MFP for Large Workgroups

- Lexmark CX860 Series, Winter 2017 Outstanding Departmental Color MFP

- Lexmark CS820 Series, Winter 2017 Outstanding Departmental Color Printer

- Lexmark CX725 Series, Winter 2017 Outstanding Color MFP for SMBs

- Lexmark CS725 Series, Winter 2017 Outstanding Color Printer for SMBs

- Lexmark CX522ade, Winter 2019 Outstanding Color MFP for Mid-Size Workgroups

- Lexmark CX421adn, Winter 2019 Outstanding Color MFP for Small Workgroups

- Lexmark MX820 Series, Winter 2019 Outstanding MFP for Enterprise Environments

- Lexmark MX722 Series, Winter 2019 Outstanding Departmental MFP

- Lexmark MS620 Series, Winter 2019 Outstanding Printer for Large Workgroups

Lexmark MS321dn

Lexmark CX860dtfe

Lexmark MX722adhe

- Lexmark MX622 Series, Winter 2019 Outstanding MFP for Large Workgroups

- Lexmark MS521 Series, Winter 2019 Outstanding Printer for Mid-Size Workgroups

- Lexmark MX521 Series, Winter 2019 Outstanding MFP for Mid-Size Workgroups

- Lexmark MS421 Series, Winter 2019 Outstanding Printer for Small Workgroups

- Lexmark MX421 Series, Winter 2019 Outstanding MFP for Small Workgroups

- Lexmark MS321 Series, Winter 2019 Outstanding Printer for Small and Home Offices

- Lexmark MX321 Series, Winter 2019 Outstanding MFP for Small and Home Offices

lower output costs," said Buyers Lab's Bsales. "And strong security features and the Markvision Enterprise fleet management tool make these devices a welcome addition to the network."

Other advanced features of Lexmark's portfolio include...

- High-end functionality available on the MX/CX800 series, usually only found on more expensive copiers, including versatile media handling, robust scanning, and fast speeds
- Lexmark's well-organized touch-screen control panel, available on both single-function and multifunction devices

Standout Value Proposition

"Lexmark printers and MFPs deliver productivity and value for business users," Orr said. "From individual users to large enterprises, Lexmark offers a highly reliable, easy-to-use, feature-rich device that delivers impressive image quality and productivity, with low running costs made to fit your budget."

"It is an honor to receive the Keypoint Intelligence 2019 Line of the Year award for our color and monochrome printer and MFP lines," said Allen Waugerman, Lexmark Senior Vice President and CTO. "The Lexmark team pushed the envelope in 2018, refreshing over 90 percent of our product line to bring our customers the most durable, secure, and efficient devices ever. With this recognition and the tremendous response from our customers, we couldn't be prouder."

Allen Waugerman

Lexmark Senior Vice President and CTO

About Keypoint Intelligence - Buyers Lab

Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled tools and unmatched depth of knowledge, we cut through the noise of data to offer clients the unbiased insights and responsive tools they need in those mission-critical moments that define their products and empower their sales.

For over 50 years, Buyers Lab has been the global document imaging industry's resource for unbiased and reliable information, test data, and competitive selling tools. What started out as a consumer-based publication about office equipment has become an all-encompassing industry resource. Buyers Lab evolves in tandem with the ever-changing landscape of document imaging solutions, constantly updating our methods, expanding our offerings, and tracking cutting-edge developments.

About Buyers Lab Line of the Year Awards

Line of the Year awards salute the companies that both provide a broad range of hardware or software and whose products consistently performed above average throughout testing. Much consideration is also made by Buyers Lab analysts and technicians in areas such as ease of use, features, and value, across an entire portfolio for that product area, with the end result being the most prestigious Buyers Lab awards offered.

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