print4™

Managed Print Programs

Cost Reduction

Resource Efficiency

Proper Asset Utilization

Business Process Matching

What is Print Management?

Print management can mean different things to different companies. Many of the following terms are used to describe, or associated with, Print Management:

- *Hardware Replacement*
- *Fleet Management*
- *Printer Rationalization*
- *MFP Deployments*
- *Cost-Per-Copy (CPC)*
- *Cost-Per-Page (CPP)*
- *Cost-Per-Image (CPI)*

Regardless of the description, our approach addresses your needs to gain control of any print environment. Our unique end-to-end print management program handles all aspects of the printer lifecycle, including hardware, supplies, service, parts, and software.

Currently, there is a large push from OEMs such as HP into the managed print space. Our key difference from the OEMs is the independent nature of our products and services. The OEMs' primary objective is to provide their new equipment, and associated higher supplies costs. Our "vendor-neutral" approach allows for management of current fleets, while intelligently making recommendations on equipment when necessary. We alleviate your pain points through consistent service delivery, both in quality and price. You gain real-time visibility into your environment.

Why Print Management?

Most companies do not know what they spend on their printing environment. Research suggests that print production and management can be as much as 3% of total revenues.

Did you know . . .
Up to 23% of help desk calls are print output related? Our Level 1, Level 2, and on-site printer support increases printer uptime while taking the workload off of IT and help desk staff.
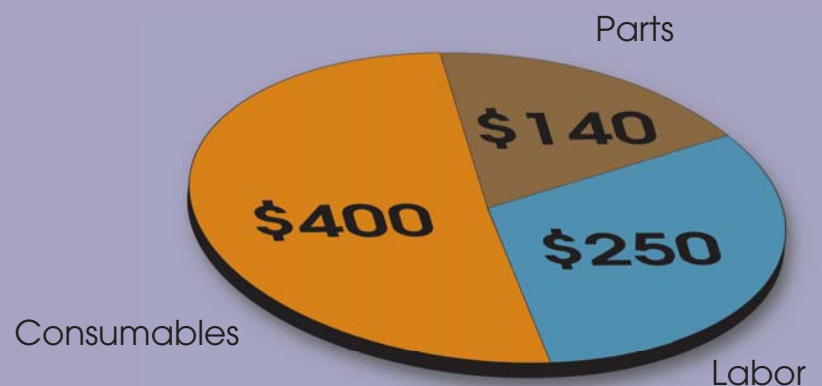
When printers are down . . .
- Employee productivity is down
- Information is not in the right place at the right time
- Resources are spent on printer support, not growing the business

Rogue spending on printers affects budgets by using valuable resources to . . .
- Manage multiple vendors
- Purchase multiple products
- Manage service delivery
- Utilize Help Desk support
- Utilize IT support

Average annual direct costs per printer

Parts

$140

$250

$400

Consumables

Labor

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This patent-pending scalable end-to-end solution helps you reduce costs and increase printing efficiency. Print4 provides all printer related supplies, parts, service, hardware, and software, resulting in increased savings. Our service is backed by a highly responsive technical support team that can diagnose any printing problem. Access more than 10,000 service technicians located in the U.S., Canada, and Mexico. Service requests can be automated or submitted online 24 hours a day. Print4 is supported by two manufacturing facilities and five distribution locations, ensuring on-time delivery of parts and supplies.
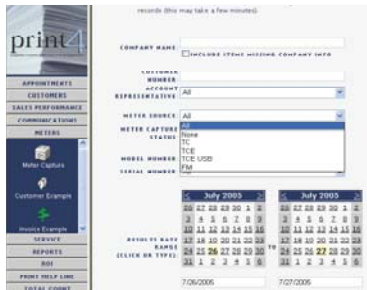
How can I save on printing

Print4 Overview

Print4 Discovery

Detects each printer on the network and captures each printer's assigned serial number. Print4 Discovery also provides baseline usage levels through subsequent discovery sessions. All captured data is imported into Print4 ROI and used to develop an optimal printing solution.

Asset Detection

Print4 Online / PrintHelpLine

Highly secure centralized portal logically organizes service histories, supplies ordering, parts ordering, billing information, and more. View service status, print reports, manage assets, and manage locations all from a single, easy-to-use interface.

Management Portal
Meter Verification
Analytics \ Reporting
Billing
Request Service
Manage Tickets
Manage Locations
Manage Assets
Basic Data Export

Print4 Onsite Client

Automated monitoring application provides accurate meter capturing with integrated service request submission and supplies ordering.

Meter Collection
Automated Service Alerts
Automated Supplies Ordering
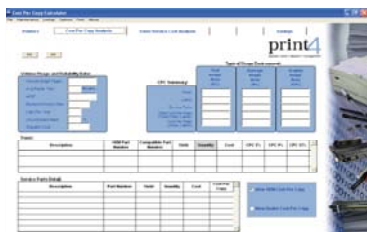
Print4 ROI

Our Return-On-Investment tool provides pricing on supplies, parts, and service dispatch. Each printer type and usage is evaluated, enabling us to quote CPP or commodity based solutions. Print4 ROI generates professional proposals outlining overall program savings.

Proposal Generation
Savings Analysis

Our technology centralizes management of all the various pieces of a managed print program including hardware, parts, service, supplies, and software. We match your business process to the ultimate managed print solution, resulting in minimized change management and a streamlined process that provides additional soft dollar cost savings. The Print4 program focuses on making all of your data actionable so we can fullfill your specific requirements.

Parts Fulfillment

Supplies Fulfillment

Service Technician Dispatch

print4™

Help Desk Software Integration
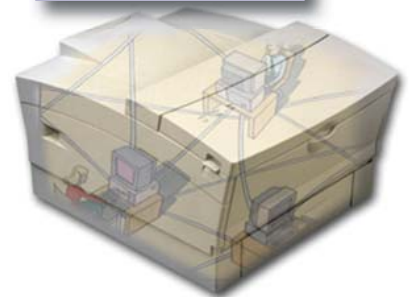
Financing Options

Email Alerts

Hardware Sourcing and Specifications

Leasing is easy and covers 100% of the equipment cost. A large down payment isn't necessary. Typically, a security deposit equal to two months lease payments is all that is required. In 30 days, your lease payments begin.

Reduce Costs

Print4 Programs

Fleet Management
- **Cost-Per-Page (CPP)**
  - Fleet assessment including a cost analysis and estimated assessment
  - All toner, parts, and service are provided
  - Monthly meters are collected and you are billed for actual usage

- **Bundled Program**
  - Fleet assement including an estimated cost analysis
  - Purchase parts & supplies and service is free

Fleet Rationalization
- **Standard CPP with Hardware Lease**
  - We provide hardware lease options that includes CPP
  - All hardware, toner, parts, and service are provided
  - Monthly meters are collected and you are billed for actual

Guardian Complete Coverage Plan
(*purchased per device*)
  - Purchase a one-time plan per device
  - Covers printer for 3 years or a specific number of pages (page amount is based on device model)
  - We provide meter visibility to track meter limit
  - Includes all parts, labor, and consumables (not including paper, staples), delivered on-site

Response Time: Next business day for service requests submitted before 1:00 PM ET

Onsite Service Hours: 8 am – 6pm ET / Monday - Friday

Service Network: Nationwide network of more than 10,000 technicians

Guardian Service Coverage Plan
For devices out of manufacturer's warranty period
(*purchased per device*)

  - Covers device for 3 years
  - Includes all parts and labor delivered on-site

Response Time: Next business day for service requests submitted before 1:00 PM ET

Onsite Service Hours: 8 am – 6pm ET / Monday - Friday

Service Network: Nationwide network of more than 10,000 technicians

Guardian Service Extended Warranty Plan
For devices that are still covered under manufacturers's warranty (*purchased per device*)

- Extends device coverage for a total of 3 years
- Includes all parts and labor delivered on-site

Response Time: Next business day for service requests submitted before 1:00 PM ET

Onsite Service Hours: 8 am – 6pm ET / Monday - Friday

Service Network: Nationwide network of more than 10,000 technicians

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Maintenance Kit Installation Plan
- Purchase a one-time plan per device
- Covers printer for 1 performed maintenance
- Includes all maintenance kit and labor delivered on-site

Response Time: Next business day for service requests submitted before 1:00 PM ET

Onsite Service Hours: 8 am – 6pm ET / Monday - Friday

Service Network: Nationwide network of more than 10,000 technicians

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Break-Fix Service

Submit service requests online 24 hours a day. Our online service dispatch portal offers integrated asset and location management tools that allow you to maintain accurate printer environment information. View service status, print reports, manage assets and manage locations all from a single, easy-to-use interface.

Features:
- Troubleshooting and dispatch by certified printer technicians
- All required parts delivered onsite
- North American service network
- Cover most manufacturers devices under warranty at no charge
- Next day service in most US locations
- Same day service in many major metropolitan areas (contact your sales representative for updated information)
- Maintenance contracts available
- Ability to pre-purchase block of hours
- Preventative maintenance and inspections

Service Levels Agreements
- Low priority – 2 to 3 day service
- Medium priority – 2 day service
- High priority – Next day service
- Same Day - By 1:00 PM

Components For Successful Deployment

Fleet Assessment
Using Print4 Discovery, we compile asset list to determine fleet size, printer models, and print volume.

Replacement Strategies
We recommend if any models in the fleet need to be replaced by examining printer age, utilization, features and benefits at the device level.

Proposal Generation
Using the information collected, proposals are created based on the following 2 strategies:
- Fleet Management – reducing cost by managing the current fleet
- Fleet Rationalization – reducing costs by managing and replacing some or all of your current fleet

Contracts
After thorough data analysis and proposal acceptance, we develop contracts to cover leasing, CPP, and any other business requirements.

Technology Deployment
All location, asset, and contract information is loaded into our software solutions. Our technical support staff facilitates help desk integrations, network troubleshooting, and training. We can even place devices that are out of scope into the management tools so you have visibility even if the devices are not part of the contract.

Execution of the Program
Software Tools provide the ability to link every piece of the deliverables into automated systems -- allowing for visibility, SLA attainment, reporting, and invoicing.

CHECK LIST
- Fleet Assessment
- Replacement Strategies
- Proposal Generation
- Contracts
- Technology Deployment
- Execution of the Program
- Success

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Managed Print Programs

Print4™ is a patent-pending scalable end-to-end solution that helps you reduce costs and increase efficiency. Print4 provides all printer related supplies, parts, service, hardware, and software. Service is backed by a highly responsive technical support team that can diagnose any printing problem. Access more than 10,000 service technicians located in the U.S., Canada, and Mexico. Service requests can be automated or submitted online 24 hours a day. Print4 is supported by two manufacturing facilities and five distribution locations, ensuring on-time delivery of parts and supplies.

Technology

- Print4™ Discovery - automated discovery tool captures asset data and baselines printer usage.
- Print4™ ROI - provides a snapshot of the savings you can achieve by instituting a print management program.. Each printer type and usage is evaluated, enabling you to see the details.
- Print4™ Onsite - provides automated meter and error capturing as well as supplies ordering.
- Print4™ Online - portal that consolidates and logically organizes service histories, supplies ordering, parts ordering, billing information, and more.

Service and Support

- Total Transaction Support provides consolidated billing plus detailed reports on service calls, parts fulfillment, and supply orders.
- Service dispatch
- Access to more than 10,000 service technicians located throughout North America
- Supplies fulfillment
- Parts fulfillment
- Printer installations

Programs

- Fleet Management
- Fleet Rationalization
- Cost-Per-Page
- Meter Collection
- Break Fix Service Deployment
- Guardian Printer Coverage Plans
- Installed Maintenance Kits
- Financing