RR GLOBAL SERVICES

MANAGED PRINT SOLUTIONS

Managed Print Services

Managed Print Services (MPS) Market Expected to Reach US$ 94.97 Bn by 2024: Transparency Market Research

May 30, 2016, 10:30 ET from Transparency Market Research

The MPS ecosystem

The MPS landscape includes printer/copier manufacturers, systems integrators and software infrastructure vendors.

- **Printer/copier manufacturers:** these vendors' programmes are generally tied to their product offerings, although multi-vendor support is often offered. Service offerings include assessment, design, implementation, and support services. They may also offer MPS programmes to their reseller partners. Vendors in this category include Canon, HP, Kyocera, Konica Minolta, Lexmark, Samsung, Sharp, Ricoh, Toshiba, and Xerox.
- **Systems integrators/resellers:** these are a channel to market for some printer and copier vendors, and may offer MPS as part of a wider managed IT services offering.
- **Independent Software Vendors (ISVs):** these provide software tools for use in the print environment. Examples include print management and secure printing products from companies including Nuance, Print Audit, ECi FM Audit, PrintFleet and YSoft. MPS providers often use such third party products to add value to a particular element of their MPS portfolio.

Market Leaders: Xerox, HP, Ricoh, Lexmark, Canon and Konica Minolta
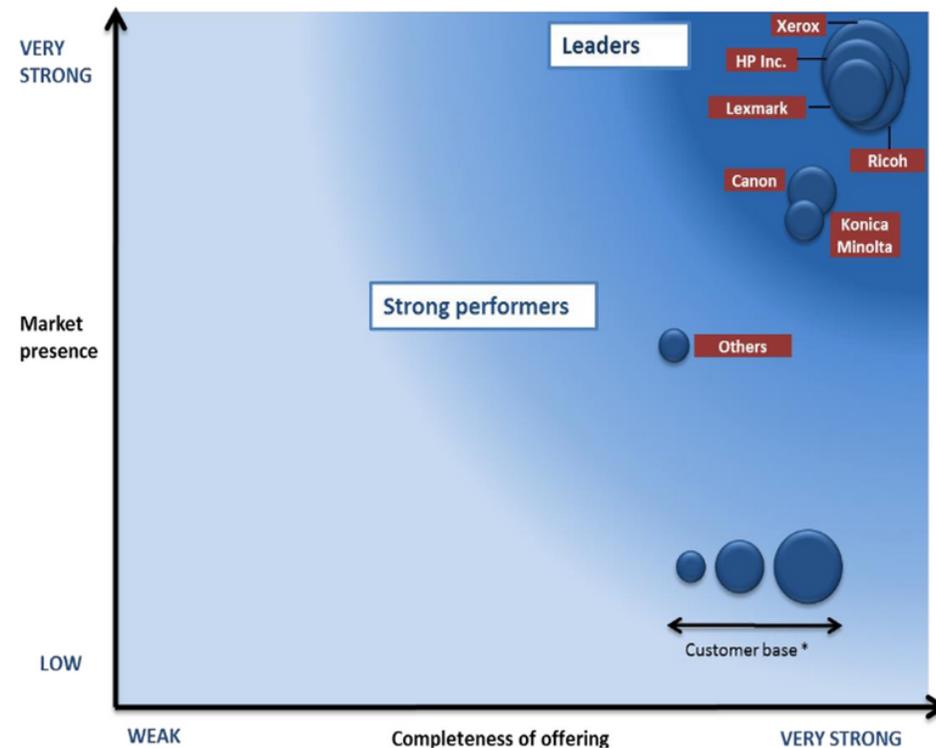Manged Print Services Landscape ad of 2017

quocirca

Quocirca defines a 'managed print service' as the use of an external provider to assess, optimise and continuously manage an organisation's document output environment, in order to lower costs and improve productivity and efficiency while reducing risk. MPS allows organisations to reduce costs and improve efficiency by rationalising the print environment. It also leverages existing investments in multi-function peripherals (MFPs), while continually monitoring usage, so that the optimised infrastructure continues to meet business needs.

MPS covers a number of service areas across three broad categories:

- **Assessment** – a review of the current print environment to provide recommendations for rationalisation and an estimate of potential future savings. Assessments range from basic online assessments to full workflow assessments. Environmental impact analysis and document security assessments may also be included.
- **Optimisation** – device rationalisation and consolidation to improve user-to-device ratios and development of print policies to develop a governance framework for a full enterprise MPS, including change management, deployment and transition.
- **Management** – continuous process improvement, business reviews, SLA monitoring, remote management and workflow improvement.

These services fall under Quocirca's definition of MPS when the vendor takes over responsibility for delivery under a contract of three years or more in length. Such activities may also involve the transfer of people or assets to the vendor or provider.
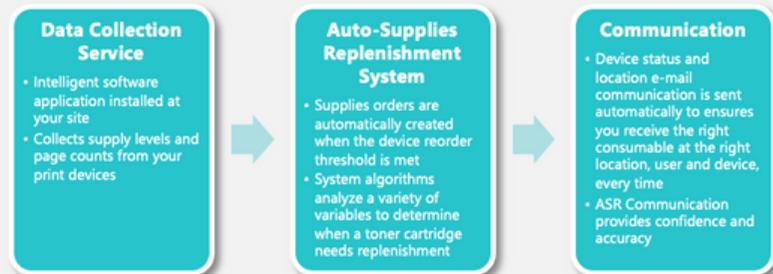
Order Capture Technologies

ITXC has developed industry leading tools and processes to help companies manage their print devices and streamline the ordering of supplies and consumables.

Introducing **Auto-Supplies Replenishment**. Your complete and simple answer to the complicated and costly supplies replenishment for your print devices. Through our proprietary systems, we deliver complete supplies automation:

Data Collection Service
- Intelligent software application installed at your site
- Collects supply levels and page counts from your print devices

Auto-Supplies Replenishment System
- Supplies orders are automatically created when the device reorder threshold is met
- System algorithms analyze a variety of variables to determine when a toner cartridge needs replenishment

Communication
- Device status and location e-mail communication is sent automatically to ensures you receive the right consumable at the right location, user and device, every time
- ASR Communication provides confidence and accuracy

For those locally attached or non supported MPS devices, ITXC has created easy to use, **Smart Portals**. Each portal has unique a log in, company logo and displays only relevant products.

Our advanced **Smart Portal** features include the ability to lock down orders by displaying only the devices that have been registered. Upon login, the user can only order products for their registered devices and orders can only be shipped to the location of the device.

TonerMe

TonerMe is a single click supplies ordering process. It can be used as a stand alone application for locally attached or non-DCA supported devices, or be fully integrated into an MPS supported infrastructure.

TonerMe makes ordering easy for difficult to support devices.

ASR | Auto Supply Replenishment

ASR is a process in which software is installed on the customers network for the express purpose to proactively replace printer consumables

- Software monitors and reports consumable levels for each printer
- Consumables are automatically ordered and sent directly to the user

BENEFiTS
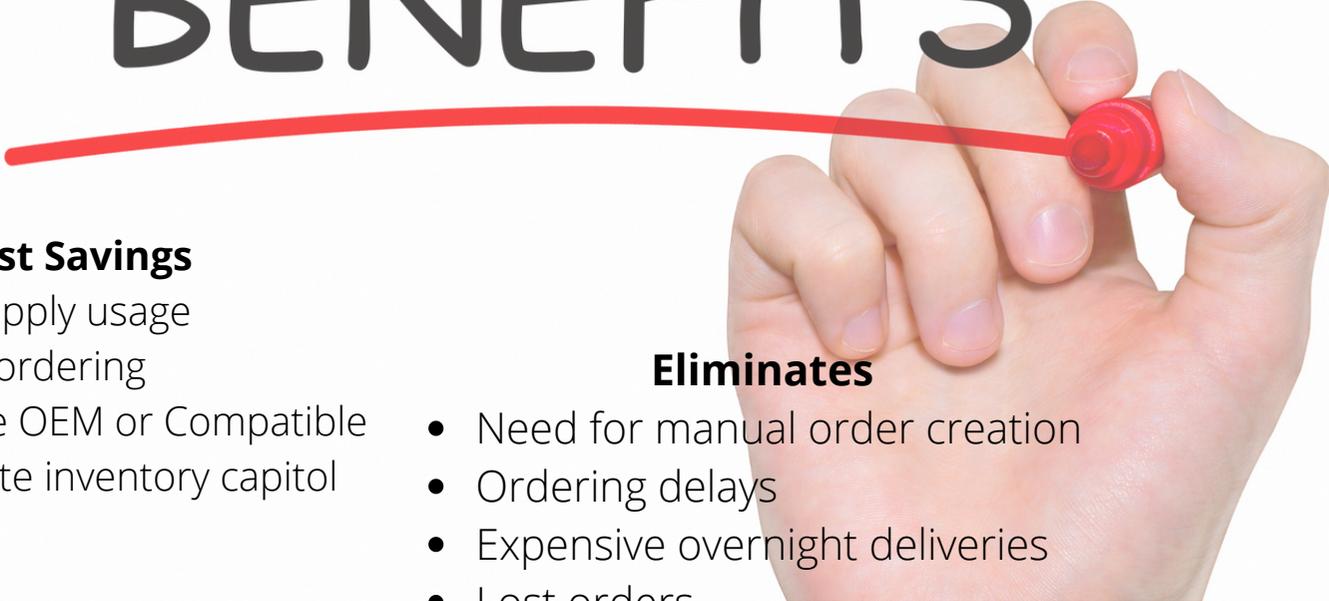
Cost Savings
- Maximize supply usage
- Just-in-time ordering
- Ability to use OEM or Compatible
- Reduce onsite inventory capitol

Eliminates
- Need for manual order creation
- Ordering delays
- Expensive overnight deliveries
- Lost orders

MPS | Managed Print Services
Consumable Replenishment
ASR | Auto Supply Replenishment

Quoting
- Multi-Vendor SME
- Quoting
  - Part numbers
  - Page Yields
  - Pricing

Implementation
- DCA Installation (if required)
- Device, Supplies, Location Mapping
- Customer profile setup
- Communication

Manage
- Auto-Supply Replenishment (ASR)
- Individual Reorder Levels
- Order Creation
- Labeling / Branding
- Device Tracking – Add/Delete/Moves
- Help Desk Support
- Reporting & Dashboards

MPS ASR Benefits

- Complete Managed Program
- Easy Implementation
- Fast Start To Revenue
- Increase Profitability
- "One Stop" Vendor
- Guaranteed Recurring Business
- Account Control
- Ability To Use OEM/Compatible Product

- Guaranteed Order Accuracy
- Accelerated Order Processing
- Just-In-Time Ordering
- Optimal Reorder Technology
- Reduce Shrinkage
- Device Location Control
- End User Program Communication
- LLC's & Parts

Eliminates:
- Need for manual order creation
- Ordering delays or omissions
- Incorrect address or location

ASR | Auto Supply Replenishment
Start-up Requirements

3 Easy Steps

Print Audit Facilities Manager DCA

Name	Manufacturer	IP Address	Location	Serial Number	Black Toner	Cyan Toner	Magenta Toner	Yellow Toner	Waste Toner
⊟ RADIAN									
⊟ RADIAN									
1500 lpm Cartridge Line Printer	OTHER	10.0.10.18		4PTX81421007					
Color LaserJet 4700	HP	10.0.55.32	PA01_04W_4700C	JP8LB47635	46%	64%	15%	99%	
Color LaserJet CP4020 Series	HP	10.0.10.5	PA01-06C-4025-2	JPDCGBG1HS	87%	86%	57%	70%	
Color LaserJet CP4020 Series	HP	10.0.15.7	PA01-11E-4025	JPDCGBD1S1	11%	12%	51%	67%	
Color LaserJet CP4020 Series	HP	10.0.15.6	PA01-11W-4025	JPDCGBD1S2	58%	89%	86%	98%	
Color LaserJet CP4020 Series	HP	10.0.55.5	PA01-04E-4025-2	JPDCGBD1RH	75%	30%	45%	77%	
Color LaserJet CP4020 Series	HP	10.0.55.3	PA01-04C-4025	JPDCGBD1S4	90%	82%	69%	96%	
Color LaserJet CP4020 Series	HP	10.0.55.6	PA01-04E-4025	JPDCGBG1HX	86%	72%	41%	91%	
Color LaserJet CP4020 Series	HP	10.0.10.8	PA01-06W-4025	JPDCGBG1J5	2%	90%	71%	83%	

Consumables Mapping
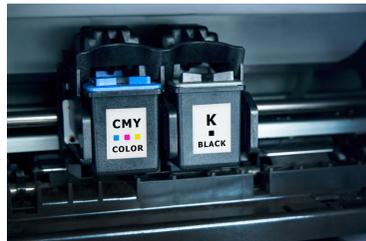
Device Information

101762 - TURBOCAM(AXIS BUSINESS SOLUTIONS)
Serial Number 0933407959   Manufacturer DELL   Model 3130cn Color Laser

Device | Device Custom Values | Consumable Mapping | Address | Notes | Device Levels | Orders | Create Order

Save

Customer 101762 - WPP - TURBOCAM
Serial Number 0933407959   Asset Number 1st FI/TAPS QC
Manufacturer Raw DELL   Model Raw 3130cn Color Laser
Cost Center ____   Purchase Order ____
Reorder Level 25   Price Per Page ____
Decrement Type ____   IP Address 10.2.50.85
Toner Capacity Select   Language Select
Email Address jaime.reeves@turbocam.   Device Type Fullfillment
OEM Only ☐   Do Not Over Ride Level ☐   Active ☑

Key Factors to a Successful MPS Program

1. **Billng Accuracy**
2. **Manage Chang**
3. **Know Your Devices**
4. **Communication**
5. **Eliminate Waste**

ASR Toner Low | End User Notification

xerox Managed Print Notification

Hello,
You are receiving this notification because your printer supply levels are below 20% remaining. We are aware of this status of your supplies and will continue to monitor these levels until they drop to 10%, at which time a new toner cartridge will be shipped.

Printer Name: Lexmark X792de color
Printer IP: 10.1.246.205
Printer Serial: 7562039401XN1
Toner Color: Magenta

Our records indicate you are located at the following address –
BHN NETWORK, INC
PLS3141SCAN, .205
Sally Smith
6220 STONERIDGE MALL RD
PLEASANTON, CA 94588

If this is not correct, please reply to this e-mail with your correct information or call the toner replenishment hotline at 800-263-4906, so that we may process and ship your order.

If this information is correct, there is no need to reply.

If you have any questions, please call the toner replenishment hotline at 800-263-4906.

Thank you.
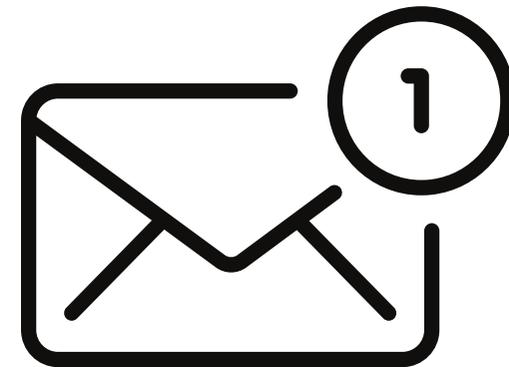
Customized Ordering Portals

Examples

ASR | Utilization Reporting & Analytics

Data Collection Agent: **Print Audit**   Total Number of Devices: **31**   Purchase Order #:   Automated FullFillment Devices: **31**   Non Automated FullFillment Devices: **0**

Search Devices [   ] [Search]

Stats | Device List | Print Devices Added | Print Devices Removed | Non-Reporting Devices | Customer Order History | Add Device | Communication

Orders by Month
9 · 10 · 12 · 18 · 13 · 2
Dec Jan Feb Mar Apr May

Pages by Month
305,363 · 295,202 · 501,120 · 547,059 · 535,926 · 270,724
Dec Jan Feb Mar Apr May

Toner Waste Average by Month
6 % · 5 % · 4 % · 9 % · 5 %
Dec Jan Feb Mar Apr

Orders by Manufacturer and Month [May ▾]
2 — HP

Pages by Manufacturer and Month [May ▾]
85,135 HP · 53 Lexmark · 2,286 Toshiba

Toner Waste Ave. by Manufacturer and Month [May ▾]
No Toner Waste Average Data for this Month

Top 10 Orders
1. JPCCGBH23H — 7
2. CNDYC51409 — 6
3. JPSCF6S0ZV — 5
4. JPCCH490LQ — 5
5. CSIE21885 — 4
6. JPCCH490LQ — 4
7. JP4LD01977 — 4
8. CNBCH85180 — 4
9. CNRXL55839 — 4
10. CNCCF7Y05Z — 3

Top 10 Pages
1. 2507963100 — 24445592
2. JPCCGBH23H — 347942
3. JPCCH490LQ — 343771
4. JPSCF6S0ZV — 268300
5. CNDYC51409 — 222240
6. CNDYB54641 — 168760
7. CNRXY05642 — 162384
8. CNBCH85180 — 153746
9. CNCCF800VR — 143548
10. CNRXL55839 — 137465

Top 10 Waste Averages
1. CNRXK49066 — 106
2. CNRXY05642 — 48
3. CNCCF7Y05Z — 44
4. VNBCC4405N — 39
5. JPSCF6S0ZV — 37
6. CNDYB54636 — 30
7. CNRXL55839 — 28
8. JP4LD01977 — 13
9. JP4LD01977 — 10
10. JPCCH490LQ — 10

Usage Trends | Page Counts Trends | Waste Trends

Soft Cost Savings Opportunity

ASR | Utilization Reporting & Analytics

Device

LEXMARK X954
This Device is Active
Serial Number   7558100413160
Asset Number
IP Address   10.220.223.71
Order Method   Automated
Begin Support Date 3/4/2017

Location

Company   AT&T
Contact   SYLVIA COTTINGHAM
Phone   843-745-4430
Address 1   3246 FORTUNE DR
Address 2   FL: 1 SN: 7558100413160
BLDG
COLUMN
City/State/Zip   CHARLESTON, SC 29418
Country   US
Email Address   sc1170@att.com

Supplies Metrics

Life Page Count   192,719
Last reported   02/27/2018
Pages Printed in Last 30 Days 16,902

Supply Levels

0 10 20 30 40 50 60 70 80 90 100
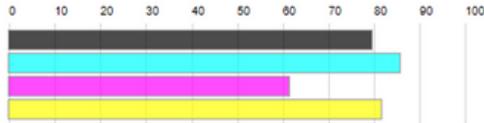
Supplies History

	Mfg Page Yield	Date Changed	Pages Printed	Est. Current Cartridge Coverage	Est. Pages Remaining	Est Depletion	Est 12 Month Coverage
Black	32,000	2/13/2018	4,057	7.89 %	15,010	4/19/2018	11.64 %
Cyan	22,000	12/21/2017	5,283	0.91 %	28,176	9/13/2018	4.19 %
Magenta	22,000	11/22/2017	11,029	1.65 %	15,836	7/6/2018	2.97 %
Yellow	22,000	8/23/2017	5,022	0.40 %	20,087	8/9/2018	4.02 %
Photocond: Black	115,000		101,410			6/7/2018	5.05 %
Photocond: Cyan	115,000		100,063			1/23/2019	1.95 %
Photocond: Magenta	115,000		100,450			1/3/2019	2.06 %
Photocond: Yellow	115,000		100,063			10/3/2018	2.30 %
Toner Waste	30,000	1/8/2018	10,870	5.00 %	19,130	6/7/2018	11.15 %

Estimated Toner Waste

	% When Changed	Est. Page Remaining
Black	5.00 %	687
Cyan	5.00 %	1,311
Magenta	5.00 %	1,852
Yellow	0.00 %	0
Photocond: Black		
Photocond: Cyan		
Photocond: Magenta		
Photocond: Yellow		
Toner Waste	10.00 %	1,344

Orders

Color	Order Date	Order ID	Part No	Tracking
Black	2/7/2018	686052	X950X2KG	1Z30Y5Y00359202968
TonerWaste	12/28/2017	662161	C950X76G	1Z30Y5Y00359163402
Cyan	12/20/2017	659539	X950X2CG-C	1ZR26E120394891237
Black	11/30/2017	647481	X950X2KG	1Z30Y5Y00359143871
Magenta	11/15/2017	641034	X950X2MG-C	1ZR26E120395518611
TonerWaste	10/13/2017	624094	C950X76G	1Z30Y5Y00359098733

Usage Trends | Page Counts Trends | Waste Trends

Soft Cost Savings Opportunity

JUST SOME OF OUR CUSTOMERS...