

OKI[®]

Expect More SAVINGS



Smart Managed Document Solutions from OKI



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A long-term strategy for reducing costs and increasing efficiencies.

The costs of printer hardware, software, paper, toner and service can have a significant impact on your organization's bottom line and are typically the most difficult expenses to track. However, by outsourcing the responsibility of your print operation to the right company, your organization will be able to better track, understand and control the true cost of everything involved. That's why choosing OKI's Smart Managed Document Solutions will be critical to the successful management of your print and imaging fleet.

Smart Managed Document Solutions from OKI is a comprehensive offering that uncovers printing costs that might otherwise have remained hidden. Our unique assessment process allows you to identify areas for potential savings and implement a customized plan to help you realize those savings. For example, your plan may include recommendations for the redeployment of underutilized devices or cost-effective ways to upgrade your legacy technology.

Smart Managed Document Solutions includes remote device monitoring; lease/usage-based purchase options and consumables delivery options that will allow:

- Immediate and long-term reduction of print costs
- Streamlined print operations for improved productivity

- A predictable way to more effectively manage your budget
- Freeing up internal IT resources so they can focus on critical business needs
- Proactive printer service to minimize printer downtime and end-user interventions
- Reduced energy consumption through device consolidation

Incorporating Smart Managed Document Solutions into your current business structure results in significant savings through a long-term strategy that helps drive continuous improvement of your organization's processes, workflow and business operations.



Color MFPs



Color Printers



Mono MFPs



Mono Printers



Dot Matrix Printers



Label Printers



POS Printers



smart
MANAGED DOCUMENT SOLUTIONS

Smart Managed Document Solutions from OKI

Smart Managed Document Solutions from OKI can reduce your overall costs while improving efficiencies and employee productivity. OKI's offering can transform your business processes and remove the burden of printer ownership by managing your fleet so that your IT resources can focus on critical business needs.

Ongoing Fleet Optimization

Continuous fleet monitoring will uncover additional cost-savings opportunities. Optimized services include device and usage tracking and strategic recommendations to ensure ongoing improvements to your print fleet as your business changes over time.

Print Assessment & Recommendation

Your entire print fleet operation will be analyzed using industry best practices, and a brand agnostic recommendation will be provided to maximize productivity and decrease costs.

Initial Fleet Optimization

Hardware, services and supplies will be installed or redeployed to consolidate devices, maximize productivity and lower operating costs.

Consolidated Invoice

Manage your print budget with one consolidated invoice based on per-page costs to remove unexpected expenses.

Remote Monitoring & Management

Devices will be automatically monitored for consumable usage, service issues and life-cycle asset management—freeing up internal IT resources to focus on more critical business needs.

Automatic Supplies & Service

Based on remote monitoring, supplies and services are automatically dispatched to your location as needed. As a result, productivity and employee satisfaction increases while downtime decreases.





Print Assessment & Recommendation



For many organizations, the true cost of printed documents remains a mystery. Research conducted estimates that corporations spend between 1% and 3% of their total annual revenue on printing alone — and that 40% of all IT/Help Desk calls are printer/copier related.* Another study reveals that the average office employee spends \$15,000 a year on document output — and that even though the optimum ratio is 1 printer for every 10 employees, the deployed ratio is 1 to 4.** The data supports that the opportunity for reduced costs and increased efficiency is enormous.

Our Smart Managed Document Solutions program begins with a print assessment that utilizes a unique proprietary analytic engine and a variety of statistical calculations — based upon independent research and industry best practices — to provide a comprehensive analysis of your organization's print environment.

The assessment is designed to optimize print device utilization for a more efficient managed print strategy, providing a total long-term solution for your organization. The bottom-line ROI will demonstrate how your company

can minimize downtime, increase efficiencies and better manage hardware and consumable costs.

Assessment recommendations include:

- Data sources for industry comparisons with market intelligence from experts such as Gap Intelligence, Gartner, Photizo, IDC and InfoTrends
- Total cost of ownership (TCO) analysis, average monthly print volume (AMPV) calculations, device utilization measurements, comprehensive operational efficiency evaluations, consumables and equipment costs, ROI and cost-per-page data
- 56 extensive statistical analyses are performed based on captured data, providing the widest array of performance reporting by device, customer, cost center and job

Following the comprehensive analysis, a final recommendation is put together addressing your company's unique needs while working within your financial parameters.

* Source: The Gartner Group ** Source: All Associates Group



Initial Fleet Optimization



Once we've identified the potential cost savings of your print fleet, our team begins the process of implementing a customized action plan, during which all analysis, recommendations and strategies combine to deliver the best-fit solution for your organization.

During this implementation process, hardware can be installed or redeployed in order to support efficient device placement. Software upgrades for legacy equipment can also be installed, creating further efficiencies. Plus, new processes for consumables fulfillment can be established. Throughout this period, all necessary training services and support plans are scheduled and provided as well.

The action plan includes scheduled activity and time-frames, completion dates, identification of ongoing issues and comprehensive tracking.

Implementation is separated into phases that work within your schedule and budget. Our team works on-site and off-site to quickly execute all aspects of the implementation.

- Coordination of single or multi-office implementations
- Office Ergonomics Study (before & after floor plan layout)
- New product installation
- Redeployment of existing equipment
- Outdated product removal & legacy product refresh
- Product training



Remote Monitoring & Management



Organizations without a Managed Document Solutions program are often faced with unnecessary inefficiencies. For instance, IT personnel can spend too much time managing print fleet breakdowns, especially printers needed for critical jobs. Other inefficiencies may include maintaining more printers than actually needed, and without a proactive consumables fulfillment process in place, supplies can run out easily, leading to unnecessary downtime.

Why Remote Monitoring is the Answer

Through our remote monitoring tool, our team takes a comprehensive look at how all your devices, users and applications are performing. We provide you with ongoing realistic insight into your operational, maintenance and technical issues. It is a proactive approach to managing all aspects of your print fleet — an approach that will finally free up your internal IT resources to focus on your more critical business needs.

Web-based automated data collection & monitoring includes:

- Product life-cycle asset management
- Real-time service alerts including error reporting
- Predictive maintenance capabilities
- The development and real-time routing of service tickets
- Tracking and monitoring of Service Level Agreements (SLAs)
- Integrated service call tracking
- Printer parts usage
- Consumable usage tracking and monitoring
- Repair and replacement reporting
- Revenue and billing data



Automatic Supplies & Service



We manage all of your supplies and service needs proactively through our customized remote monitoring system. As your print operation requires attention, we respond by providing one-stop shopping for your organization. As supply levels diminish, we automatically restock according to your usage levels. We also keep ourselves apprised of your service needs by dispatching highly trained technicians to ensure your print operation is always running at peak performance, ensuring increased productivity and decreased downtime.

Supply Replenishment:

- Fully customizable auto-replenishment of supplies
- Competitive pricing across multiple products and technologies
- Turnkey fulfillment solution to both single and multi-office locations with guaranteed delivery options
- Ability to provide supplies and services for legacy products

Service Offerings:

- A wide range of offerings include proactive maintenance, asset tracking, product warranty status, certification tracking, OS support and compatibility reporting
- Real-time service alerts and response, including Help Desk, break-fix and dispatch options
- Service call tracking and lifecycle reporting by device
- Tracking and monitoring of SLAs





Consolidated Invoice



Once our Smart Managed Document Solutions program is in place, the improved accuracy and data integrity provided by such a high degree of automation makes managing your print budget simple, convenient and predictable. You'll finally be able to track the devices in your printing fleet and know exactly how much they are costing you each month. Plus, as a result of our fully integrated back office billing system, we're even able to consolidate all aspects of your managed print program into a single invoice based on per-page costs.

The benefits of consolidated invoicing include:

- Elimination of costly and inefficient manual processes
- One fixed, all-inclusive bill every month
- Simplicity and predictability
- Increased ability to focus your attention and resources on business-critical needs



Ongoing Fleet Optimization



At OKI, Smart Managed Document Solutions means that the process of identifying additional cost-saving opportunities never ends. That's why we provide ongoing optimization services for device and usage tracking, along with new recommendations to ensure constant improvements as the needs of your business change over time.

We also provide you with quarterly and annual reports, evaluating the performance of your organization's existing technology. Based on those findings, cost-cutting recommendations are developed and implemented upon your approval. As a result, your organization's print fleet will continue to operate at peak efficiency.

- Standard reporting services include:
 - Quarterly reporting and adjustment recommendations

- Annual performance evaluation and technology briefings with ongoing strategic recommendations
- Document workflow, automation and integration options for business process optimization
- Continuous cost avoidance and cost improvement recommendations
- Robust and flexible tracking options reveal:
 - Printer hardware, software, paper, toner and service costs
 - Tracking by device, data and account
 - Rules-based and password-protected reporting



OKI[®]

Open up your dreams

OKI DATA AMERICAS, INC.
2000 Bishops Gate Blvd.
Mount Laurel, NJ 08054-4621

WWW.OKIDATA.COM