Monitored Supplies Program

What is it?

- A comprehensive program that includes:
    - OEM or compatible cartridges for multiple brands of printers and MFPs
    - Printer Environment Monitoring Software
    - Exclusive Auto Toner Replenishment System™
    - Proactive Service Error Monitoring and Analysis
    - National Dispatch and Triage
    - National Break/Fix Service optional
    - Monthly/Quarterly Environment Reporting

- Can be purchased as:
    - A bundle, with all services included, or:
    - As a cost per page, with all services included

Key Features

- **Visibility**—You can see your network and locally attached devices, 24/7

- **Cost Management**—Have predictable, known costs to manage the fleet

- **Proactive Monitoring**—greatly reduce your intervention in keeping the fleet up and running

- **Simplicity**—ALL costs are included, and are variable with their page output volume.

Program Benefits

Visibility
Our industry-leading Data Collection Service (DCS) provides complete transparency to all of your networked and most locally attached printers and MFPs, 24/7.

Cost Management
Our exclusive Auto Toner Replenishment System™ ensures you won't:
- Run out of toner
- Overstock
- Order the wrong cartridge
- Need air shipments or next day delivery

Proactive Monitoring
- We monitor your fleet for you
- Alerting you to low toner and auto shipping of replacement cartridges as well as maintenance, drum, fuser, and transfer kits
- Service errors for printers in need of repair
- Proactively performing those repairs under the "Plus Service" option

Simplicity

Everything is included!
- Supplies, software, shipping
- NO start up costs!
- "Plus Service" option,

< *Bundle program includes software and service in the cartridge price. Everything is built into the cartridge.*

< *Page program provides single invoice for ALL service and supplies costs. Everything is built into the cost per page.*

How Does the Program Work?

It's Simple!

1. We install the Data Collection Service (DCS) on a server in your environment that is always on (like a Print Server).
2. The DCS reports all of the printers and MFP's, which we use to establish the list of cartridge types that will be needed under the program.
3. If you choose the "Plus Service" option, we monitor your printers, free of charge, for 30 days to determine if any printers need maintenance to be brought up to workable condition prior to the start of the program.
4. We provide you with a contract that includes program pricing by page (this includes ALL costs) and basic terms. You select the length of the contract (1 year minimum) and the start date. Remember, the special program pricing discount is guaranteed only for the length of the initial contract period.
5. All devices are labeled with asset tags, and shipping/delivery information is entered for each device.
6. *We start the program!*