



MPowerPrint®

Reduce costs and improve productivity with Managed Print Services

Most firms do not manage print volume or expenses, yet printing is often the third largest expense after payroll and facility costs. They also don't recognize the impact of highly preventable printing issues on the helpdesk team. What if your IT staff could focus more on value-adding tasks and less time reacting to printer outages, paper jams and toner needs? Asset management also takes time. What if you have multiple printer models, leases and service agreements?

With MPowerPrint, you can strategically plan printer fleet management, rein in consumables costs, and monitor all devices, as well as enjoy proactive replenishment of consumables. Moreover, a qualified HTS Field Service Technician can respond to onsite service needs promptly. See comprehensive data including fleet inventory, device utilization, color vs. monochrome page volumes, and service history. Manage costs and experience less downtime.

Find Savings and Free Up Your IT Staff

MPowerPrint helps you manage printing costs through secure, state-of-the-art printer-monitoring software that supports strategic fleet planning.

By outsourcing printer fleet management, your staff can focus on other priorities while your finance personnel receive the real, tangible data they need to understand your print-related costs.

Productive Staff and Happy Customers

When a printer is down, productivity can slow to a crawl. In a production or sales environment, it can be particularly painful and costly. You need your fleet

to run smoothly to keep employees productive and customers happy. The MPowerPrint service can not only reduce your downtime and save money, it can help you prevent lost opportunities.

Protect Your Fleet Investment Nationwide with Onsite Support

HTS is vendor-agnostic. In fact, we support more than 2,100 printer models and counting. Not only do we provide remote support for distributed organizations, but we also include prompt, nationwide onsite support for those times when your devices need hands-on intervention.

- **Proactive monitoring and toner replenishment minimize downtime and maximize the use of your fleet**
- **Repair and preventive maintenance, including maintenance kits and replacement parts**
- **One point of contact for your entire distributed organization, accessed via phone or secure online portal**

"Now I have a big picture of our printer inventory, as well as the number of support calls we've had on each. Our account manager recommends what we can do to reduce costs. We can also identify printers near the end of their lifecycle and justify replacement. We have pages of insight, so we can manage our assets more effectively."

Kris Hopkins, Vice President of IT, Echo Group, Inc.

How does it work?

Each MPowerPrint engagement is customized to an organization's unique print environment and business needs. We provide real, tangible data about your print fleet. Through our secure customer portal, ServiceCOMMAND, you can submit service requests, view history and trends, and see which devices are under contract. Our advanced monitoring tools help us deliver strategic fleet planning, proactive service and consumables replenishment.

MPowerPrint deliverables:

- Free print environment assessment
- Optimization strategy recommendations
- Periodic strategy consultations
- Toner cartridge recycling program

An MPowerPrint engagement begins with an assessment of your total print environment and current support methodology. We capture the following details:

- Quantity of devices by type and model
- Variety of connectivity methods/stand-alone
- Value of toner inventory
- Toner replenishment process
- Physical map of printer locations
- Current maintenance and support response plan
- Review of lease agreements and renewal/expiration calendar

With this data, we design and implement a business strategy and print management processes that make sense for your particular business needs.

\$\$\$

Printing is typically the third largest office expense

90%

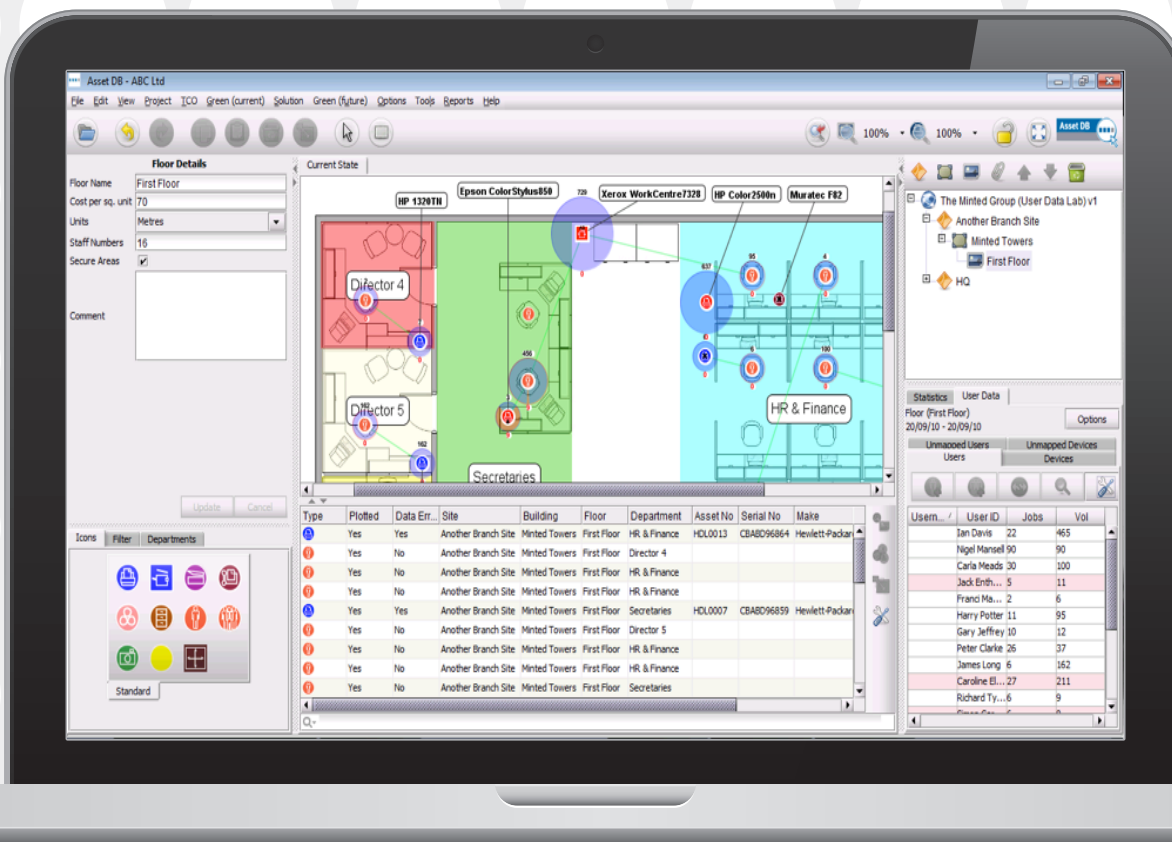
of companies don't manage print volume or expenses

10 thousand

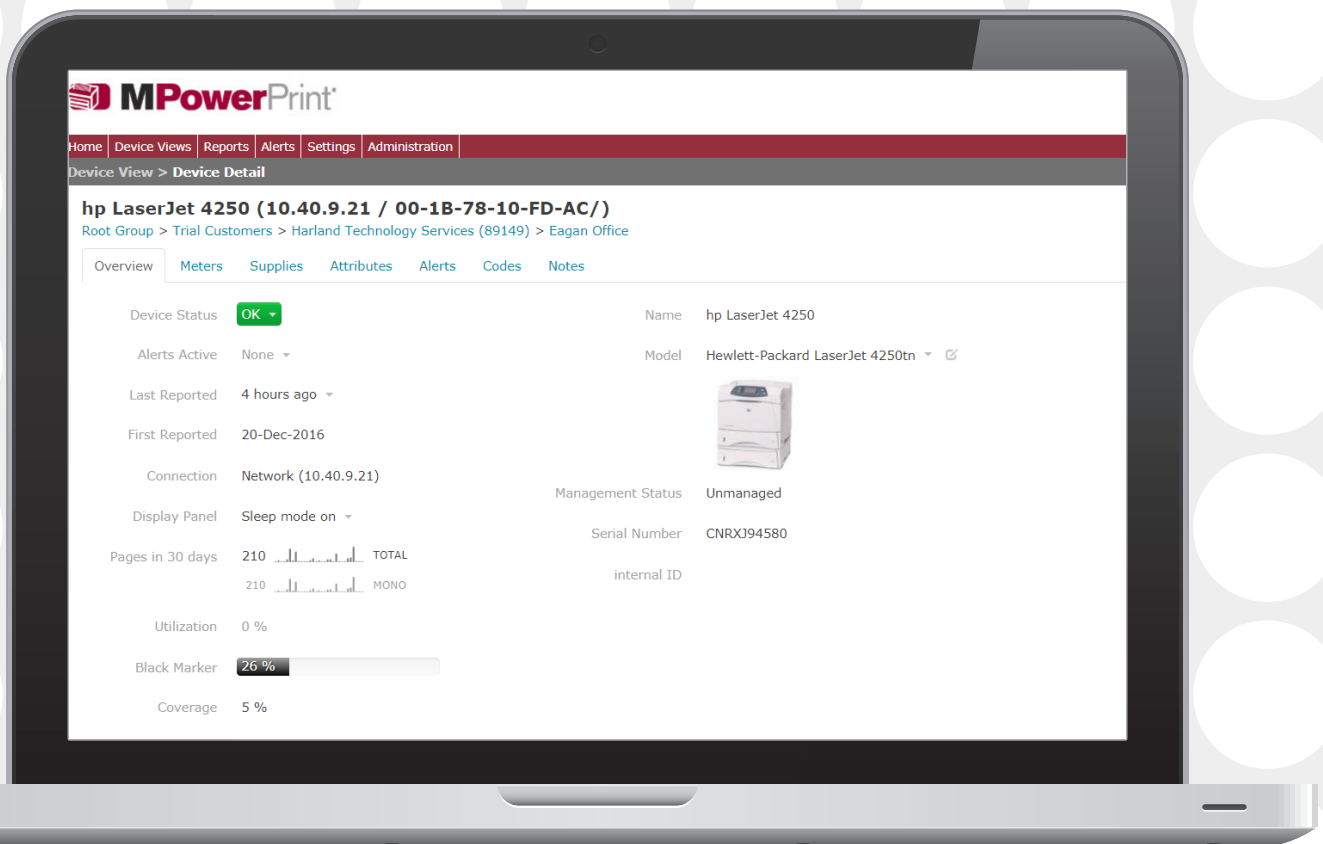
Number of pages a typical office worker prints annually

70%

of used print cartridges are not recycled



The MPowerPrint service maps your complete print environment by device location and enables detailed tracking of assets, users, jobs, and more.



Our state-of-the-art tools enable us to see, at a glance, the status of every print device in your organization and provide maximum visibility of asset utilization. Subscribers can view status of all managed printers for routine maintenance and toner replenishment as shown above.

<i>Typical Initial Site Discovery</i>	<i>MPowerPrint Strategy</i>	<i>Post Implementation</i>
Too many devices, low utilization	Fleet Visibility and Reporting	As little as 10% reduction in printers leads to predictable cost, better utilization, lower average cost per page
Inefficient device placement	Device Relocation	Improved employee productivity
Widely varied printer models, low-end hardware, high service costs	Acquisition Strategy	Fewer models, reduced service exposure; quality devices reduce TCO
Too many non-managed printers	Intelligent Device Management	Most or all devices networked and managed
Decentralized toner inventory, toner runs out	Just-in-time Consumables	Proactive replenishment; consumables centrally managed
No consideration for sustainability	Green Business Practices	Power savings, paper consumption reduced, consumables all reduced
100% reactive IT support; long downtimes and waits	Proactive Monitoring	Higher uptime, fewer fire drills; prompt onsite service when needed
Banner pages, security issues, abandoned print jobs, no volume reporting or awareness	Review of Practices and Printing Policy	Reduced waste, print volume per person decreased, control of sensitive documents, view trends and exceptions

Simple Pricing Model

In an MPowerPrint service agreement, all parts, toner, labor, shipping, and support are factored into the cost per page. For budgeting and accounts payable purposes, our customers enjoy having no surprise costs, especially when it comes to the high cost of technical labor, consumables, and parts.

Local Expertise for All Locations

We employ a nationwide, centrally-managed network of Field Service Technicians (FSTs) who deliver onsite service in every major metropolitan area. A customer can request service using a dedicated telephone number or our secure web portal. We provide consistent, high quality service with customized local inventory.

Other Services Available

Additional Hardware Service and Support

With HTS, use one point of contact for all hardware management, maintenance and upgrades. Supported equipment includes servers, workstations, thin clients, data communication devices, printers, image scanners, and Scantron® proprietary hardware. Choose a level of service that meets your business requirements: depot, advance exchange, onsite or co-op self-service.

Highly Accountable Managed IT Services

Make one call to support all of your information technology. Relieve your existing IT team from routine tasks — patching, antivirus/malware control, backup management, and more — to allow them to concentrate on value-adding programs and projects. HTS brings to bear a seasoned discipline and methodology honed over decades. We employ FSTs – not contractors – trained on our principles and practices, using our tools, who work closely with our Network Operations Center team to provide seamless support.

MPowerPrint Highlights

Print cost visibility and predictability

Improved printer availability

Onsite services included: Field Service Technicians in every major metro area

Proactive consumables replenishment

Improved employee productivity

Scheduled strategy reviews

Implementations

Our solution design experts and strategically located implementation specialists can create custom hardware and software solutions when you need upgrades, additions or reconfigurations.

Industry Partnerships

We pair our infrastructure support with our partners' software support for a seamless experience that ensures that your solutions work together and eliminates finger-pointing between technologies.

“Since moving to Managed Print Services, we are saving money on our toner costs and I don’t have to do any asset tracking on our printer fleet. It’s all done automatically and everyone in the MPS department is incredibly knowledgeable.”

***Lindsay Hammond, Vice President of IT,
Southern Hills Community Bank***



**Optimize your business IT
solution options TODAY!**

For a free consultation to meet your organization's goals, call **800.228.3628** or visit **www.harlandts.com** to learn more.

About Us

Harland Technology Services helps you experience information technology as it should be by providing highly accountable support and efficient management of IT infrastructure. Organizations of all types enjoy highly performing, secure, and cost-effective networks, printers, computers and other devices, by using our remote and onsite services.