

SmileSM



SMILEMPS



Sacramento Valley • Central Valley
North Bay • East Bay • West Nevada

1.800.790.7701 • smilebpi.com

Managed Printer Services from **Smile**.

Introducing SmileMPS Managed Printer Services



SmileMPS is dedicated to helping your company reduce expenses and increase the productivity of your printer fleet. We will give you a single point of contact for all of your printers which will eliminate the time spent dealing with multiple service orders and supply invoices. With a few simple steps, our program will manage your print devices, reduced printer downtime, control spending on supplies, and eliminate waste.



What is Managed Printer Services?

A recent study by the Gartner Group determined that the average business spends 1-3% of its annual revenue on document output. As more and more color documents are produced, that expense is expected to increase dramatically. Since most companies have multiple vendors for printing supplies and service, in the end, most companies have no idea what they truly spend on office printing.

Smile can help your company discover the true Total Cost of Ownership of your printer fleet and develop a strategy for managing the associated costs. Since you cannot manage what you don't

know, our process starts by auditing your current situation using a Print Assessment Tool. Your Smile Representative will identify each print device in your offices and, over a 30 day period, determine its average monthly volume. We will also obtain recent service and supply invoices from you. Once the assessment is complete, we will present you with a final report detailing the printers in your office and identifying all of their associated costs.

Printer Fleet Assessment Process

Our Printer Management Team will use a three step process to create the perfect Managed Printer Fleet Program for you and your business.

Step 1: Collection

First, Smile will install a non-invasive program to gather meter reads and monitor your printers to investigate how they are operating. This printer monitoring tool responds to the print devices on your network.

Step 2: Verification

In the next step, Smile will take collected data and verify it by reviewing statistics based on past history, invoices for toner and service, and examples of coverage fill. This verification step will provide a picture of your current usage that we will compare with your current needs to improve your system and productivity.

Step 3: Presentation

Smile will present you with detailed audit results including: make, model, serial, location, IP address, meter and volume by device, cost per print by device, cartridge and drum yield and cost, average percentage of fill, and equipment acquisition cost. You will also receive a report detailing the total operating cost per printer and total cost of ownership for your entire fleet. Our Print Management Team will provide you with a comprehensive plan for implementing an ongoing Managed Printer Service Program.

Implementing a SmileMPS Program

Smile will assign a Printer Management Team consisting of a Primary Hardware Technician, Primary Network Support Technician and a Primary Billing/Administrative Representative. Our Printer Management Team will provide you with an implementation schedule, apply a Smile identification sticker to each piece of equipment, and load Online Remote Monitoring software to obtain meter readings and monitor your supply needs.

Ongoing Monitoring and Management

Your fleet will be monitored daily for service issues and automatic supply ordering. In addition our Help Desk is available for fast, remote support. To keep you informed, Smile will provide you with a Summary Quarterly Report on your printer fleet activity.

**Contact Smile to schedule
your comprehensive print
audit today!**

**Simplify your life.
Simplify your business.**



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