

At Blue Technologies, we understand that documents drive business processes because they are one of the key vehicles by which information moves through your organization.

Managed print services, is a powerful solution designed to help regulate the cost and eliminate the burden of maintaining a fleet of network printers.

Managed Print Services Office Strategy	
The Inspiration	<ul style="list-style-type: none"> ✓ Gartner research shows that most organizations spend between 3% and 5% of total <u>revenue</u> on print and printing related expenses!
The Vision	<ul style="list-style-type: none"> ✓ Office environments are changing rapidly. ✓ In the knowledge economy, there is an explosion of demand placed on the management of information, and the technology needed to support it.
The Concept	<ul style="list-style-type: none"> ✓ A deep look into most modern offices will find a collection of devices – printers, faxes, scanners and photocopiers. ✓ Many from different manufacturers, under various contracts, needing their own supplies. ✓ Normally, with no single individual responsible for managing it all, costs are all too often hidden, and soon escalate without notice.
The Challenge	<ul style="list-style-type: none"> ➤ Most organizations cannot resourcefully measure these costs because of de-centralized purchasing practices and because they lack an output strategy. ➤ This results in costs that are not accurately measured and therefore cannot be effectively managed.
The Innovation	<ul style="list-style-type: none"> ➤ Design a process that will aid in <u>predicting</u> and measuring print costs through standardizing and streamlining back-office procedures. ➤ Balanced deployment of printers and multifunction systems backed by a usage-based support agreement
The Answer	Managed Print Services
The Deliverable	<ul style="list-style-type: none"> ➤ Annual savings for print and print related costs normally reach in the 20% to 40% range.



Managed Print Services

As your trusted partner, Blue Technologies will analyze your document processes and employ effective and dependable technologies to deliver **increased profit**, improve your advantage over your competition and enhance customer service.

Managed Print Services, thereby takes into account cutting edge technology to effectively position your organization for success. A solid print service program will be comprised of ...

Assessment and Analysis,

Design and Implementation,

Maintenance and Management,

all key components in developing print output strategies that maximize productivity and expense management.

Of course a Managed Print Service should provide basic statistical data such as page counts and usage results... **but the true value behind our Managed Print Services is this...**

1. A single point of contact and accountability for your print environment.
 - a. Centralize and standardize to streamline the entire print management process.
2. "Just in Time" support management notification.
 - a. Automatically e-mail supply orders based upon defined system alerts.
 - b. Automatically e-mail service calls based upon defined system alerts.
3. Reduce Printer Management complexity by:
 - a. Reducing Help Desk workload.
 - b. Providing proactive SLA monitoring of output devices.
4. Information about your print fleet will be available 24/7.
5. Extend the life of document output devices.
6. Optimizes device uptime.
7. Adaptable report writing feature.
8. Benchmark print imaging metrics for better decision making.
9. Provides a custom solution considered best in class for your work environment.
10. Then finish with a service that typically delivers a 20% to 40% print cost improvement.

IF YOU CAN'T MEASURE IT, YOU CAN'T MANAGE IT!

Supplies View Report

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Home Dashboards Reporting Settings

Supplies View

Device Name	Serial Number	MAC Address	Black Toner	Cyan Toner	Magenta Toner	Yellow Toner
Generic 45C-2 0002	A00K010001931	00-20-6B-5A-6E-44	[Progress Bar]	[Progress Bar]	[Progress Bar]	[Progress Bar]
KONICA MINOLTA bizhub C550 004...	A00J010011490	00-20-6B-5B-06-EF	[Progress Bar]	[Progress Bar]	[Progress Bar]	[Progress Bar]
Fiery X3eTY2 65-55C-KM 0042		00-E0-81-83-67-AA	[Progress Bar]	[Progress Bar]	[Progress Bar]	[Progress Bar]
HP LaserJet 8100 Series 0045	USFF001914	00-30-C1-02-6F-05	[Progress Bar]			
KONICA MINOLTA bizhub C20 002C	A0FD013000615	00-20-6B-CB-42-E8	[Progress Bar]	[Progress Bar]	[Progress Bar]	[Progress Bar]
HP LaserJet 4100 Series 0053	USJNF30147	00-01-E6-5E-20-0E	[Progress Bar]			
KONICA MINOLTA bizhub C353 003...	A02E010008316	00-20-6B-61-27-1C	[Progress Bar]	[Progress Bar]	[Progress Bar]	[Progress Bar]
HP LaserJet 9000 Series 0054	JPBCP02595	00-10-83-09-21-2D	[Progress Bar]			
KONICA MINOLTA bizhub C451 004...	A00K010010100	00-20-6B-5A-A0-5C	[Progress Bar]	[Progress Bar]	[Progress Bar]	[Progress Bar]
HP DesignJet T1100 44in 004...	SG81E42007	00-40-CA-A0-E8-F5	[Progress Bar]			
KONICA MINOLTA bizhub PRO 1050...		00-50-AA-20-0B-01	[Progress Bar]			

Click to drill down.

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Home Dashboards Reporting Settings

Device Detail

KONICA MINOLTA bizhub C451 0040 (A00K010010100)

Name: Blue Technologies - Blue Technologies Local - KONICA MINOLTA bizhub C451 0040
IP Address: 10.0.0.64
Location: Blue Technologies Local - KONICA MINOLTA
Serial #: A00K010010100
Total Coverage: 20%
Last Active: 4/7/2009 7:26:19 PM
Firmware: [Redacted]

Status: **Service Requested**
Utilization: 0.28%
Asset #: [Redacted]
Black Coverage: 5%
MAC Address: 00-20-6B-5A-A0-5C

Display: [Green Bar]

Errors: WARNING Sleep; [More]

Meters Supplies Pattern

Toner	Level	SKU	Order
Black	49%	0	[Order Icon]
Cyan	79%	0	[Order Icon]
Magenta	84%	0	[Order Icon]
Yellow	79%	0	[Order Icon]

CYAN IMAGING UNIT [Order Icon]

Click to drill down.

Meters Supplies Pattern

	Total	Total Mono	Total Color	Print Mono	Print Color	Copier Mono	Copier Color	Fax Mono	Scan Mono
Today	5	0	5	0	5	0	0	0	7
Yesterday	0	0	0	0	0	0	0	0	0
Past 7 Days	174	51	123	15	117	36	6	0	23
Current Month	174	51	123	15	117	36	6	0	23
Year	2,271	331	1,940	154	1,853	176	87	1	371
Life	2,552	452	2,100	186	1,953	263	147	3	371

Group View Report

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Groups View [Back to Dealers](#)

Customer Name	Last Active	Groups	Active	Stale	Hidden	Total
Blue Technologies Local	4/7/2009	0	41	26	0	67
Group Name	Group Description	Active	Stale	Hidden		
All Devices	(Show All Devices)	41	26	0		
All Ungrouped Devices	(Show All Ungrouped Devices)	41	26	0		

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Click to drill down.

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Groups View [Back to Dealers](#)

Customer Name	Last Active	Groups	Active	Stale	Hidden	Total	
Blue Technologies Local	4/7/2009	0	41	26	0	67	
Group Name	Group Description	Active	Stale	Hidden			
All Devices	(Show All Devices)	41	26	0			
All Ungrouped Devices	(Show All Ungrouped Devices)	41	26	0			
Device Name	Supplies	Status	Count	Serial Number	IP Address	Location	Last Active
HP LaserJet 4100 Series 0053	●	! ●	730	USJNF30147	192.168.0.83		4/7/2009 7:26:09 PM
Konica 7255	●	●	629	56SE00138	192.168.0.80	Admin Area - East	4/7/2009 7:26:08 PM
HP LaserJet 9000 Series 0054	●	! ●	604	JPBCP02595	192.168.0.84		4/7/2009 7:26:10 PM
IP Controller 0087	●	●	452		192.168.0.135		4/7/2009 7:26:11 PM
IP Controller 0040	●	●	317		192.168.0.64		4/7/2009 6:25:33 PM

STATISTICAL REPORTS

Report Console

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Home Dashboards Reporting Settings

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Report Console

Create Report Scheduled Reports

Report Information

Report Selection: Please select a report

Click to drill down.

Please select a report

Primary Reports

- Advanced Volume
- Advanced Volume (Unmanaged)
- Individual Page Count
- Individual Toner Level
- Individual Page & Toner
- Individual Misc. Supplies
- Toner Re-order
- CPC Report

Custom Reports

- Canon - Current Meter Report
- Color Only - Beg End Counts
- Customer - Basic Device Information
- Customer - Cartridge Swap Report
- Customer - Current Fuser Kit Levels
- Customer - Current Image Transfer Kit Levels
- Customer - Current Maintenance Kit Levels
- Customer - Current Meters Report Simple
- Customer - Current Toner Levels
- Customer - Current Toner Levels - by group
- Customer - Edgeline Advanced Volume Report
- Customer - Inactive Devices
- Customer - Lifetime Utilization
- Customer - Low Toner Levels
- Customer - Manufacturer Breakdown
- Customer - Model Counts
- Customer - New Devices
- Customer - Premature Cartridge Swap Report
- Customer - Snapshot Meter Report

Set Report to Run

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 - Create Report
 - Scheduled Reports
- Settings
- Recent Items

Report Console

Create Report
Scheduled Reports

Report Information

Report Selection: Advanced Volume

Customer: Blue Technologies Local

Run Now

Start Date: 04/01/2009 12:00AM

End Date: 04/07/2009 11:59PM

View Report

Set Up Schedule

Click to run report.

Sample Reports

Advanced Volume

Advanced Volume Report for Blue Technologies Local - Apr 1 to 7, 2009														Download	Close	
Data														E-mail: <input type="text" value="dbielek@btoho.com"/>		Send
Advanced Volume Report for Blue Technologies Local - Apr 1 to 7, 2009																
Device Name	Serial #	Start Pagecount	End Pagecount	Page Total	B&W Total	Color Total	Copier Mono	Copier Color	Print Mono	Print Color	Fax Count	IP Address	Asset #			
Konica 7255	56SE00138	774,753	779,502	4,749	4,749							192.168.0.80	E6701			
HP LaserJet 4100 Series 0	USJNF30147	1,011,156	1,013,950	2,794	2,794							192.168.0.83				
Konica 7255	56SE02212	725,217	726,710	1,493	1,493							192.168.0.85	E7557			
IP Controller 0056		896,568	897,698	1,130	1,130							192.168.0.86				
HP LaserJet 9000 Series 0	JPBCP02595	828,174	829,120	946	946							192.168.0.84				
IP Controller 0087		479,857	480,695	838	838							192.168.0.135				
7235 0047		195,954	196,581	627	627							192.168.0.71				
IP Controller 0040		2,549,983	2,550,609	626	626							192.168.0.64				
KONICA MINOLTA bizhub C55	A00J010011490	8	308	300	69	231		0	55	231		10.0.0.65				

Premature Cartridge Swap Report

Premature Cartridge Swap Report Blue Technologies Local (Jan 1 to Apr 7, 2009) [Download](#) [Close](#)

Data E-mail:

Premature Cartridge Swap Report Blue Technologies Local (Jan 1 to Apr 7, 2009)

Device Name	Serial No.	Asset No.	Location	Date Swapped	Toner Type	Old Level	New Level
KONICA MINOLTA bizhub C550 0025	A00J010006732			2/16/2009 6:41:29 AM	Black Toner	65	100
KONICA MINOLTA bizhub C550 0025	A00J010006732			2/16/2009 6:41:29 AM	Cyan Toner	43	100
KONICA MINOLTA bizhub C550 0025	A00J010006732			2/16/2009 6:41:29 AM	Magenta Toner	79	100
KONICA MINOLTA bizhub C550 0025	A00J010006732			2/16/2009 6:41:29 AM	Yellow Toner	48	100
HP LaserJet 4100 Series 0053	USJNF30147			3/3/2009 9:10:32 AM	Black Toner	22	23
Fiery X3eTY 50_45C-KM 0026				2/3/2009 6:51:32 AM	Black Toner	65	100
Fiery X3eTY 50_45C-KM 0026				2/3/2009 6:51:32 AM	Cyan Toner	53	100
Fiery X3eTY 50_45C-KM 0026				2/3/2009 6:51:32 AM	Yellow Toner	63	100

Toner Reorder Report

Device	Asset Number	Mono Pages	Color Pages	Supply	Current Level
HP LaserJet 8100 Series 0045		3	0	Black Toner	96.6%
KONICA MINOLTA bizhub PRO 1050 003B		0	0	Black Toner	OK
KONICA MINOLTA bizhub PRO 1050 0034		4	0	Black Toner	OK
KONICA MINOLTA bizhub 750 0039		32	0	Black Toner	OK
7235 0047		168	0	Black Toner	OK
KONICA MINOLTA bizhub 751 003B		7	0	Black Toner	OK

Top Ten Problem Device Report

Customer Top 10 Problem Devices [Blue Technologies Local]- (Apr 7, 2009 12:00:00 AM to 11:59:00 PM) [Download](#) [Close](#)

Data E-mail:

Customer Top 10 Problem Devices [Blue Technologies Local]- (Apr 7, 2009 12:00:00 AM to 11:59:00 PM)

Customer Name	Device Name	Serial Number	Asset Number	Location	IP Address	Errors	Warnings
Blue Technologies Local	KONICA MINOLTA bizhub PRO				192.168.0.52	8	0
Blue Technologies Local	KONICA MINOLTA bizhub PRO				10.0.0.59	5	0
Blue Technologies Local	HP LaserJet 9000 Series 0	JPBCP02595			192.168.0.84	1	2
Blue Technologies Local	KONICA MINOLTA 222 0036				192.168.0.54	1	0
Blue Technologies Local	KONICA MINOLTA bizhub 601	A0PP011000385	K1732	Columbus Demo Room	10.0.0.56	0	4
Blue Technologies Local	KONICA MINOLTA bizhub C55	A00J010011490			10.0.0.65	0	3
Blue Technologies Local	Fiery X3eTY2 65-55C-KM 00				10.0.0.66	0	3
Blue Technologies Local	HP LaserJet 4100 Series 0	USJNF30147			192.168.0.83	0	2
Blue Technologies Local	KONICA MINOLTA bizhub C45	A00K010010100			10.0.0.64	0	2
Blue Technologies Local	KONICA MINOLTA bizhub C35	A02E010008316			10.0.0.63	0	2

Report Definitions

*All reports can be downloaded into PDF format.

*All reports can be emailed.

*All reports can be scheduled to run and emailed to a specific person.

*We can create a new report template if a report is not currently in the report section.

Primary Reports	
Advanced Volume	<ul style="list-style-type: none"> ➤ Shows copy and print totals over a specified time window. ➤ Black & White and Color.
Individual Page Count	<ul style="list-style-type: none"> ➤ Shows total page counts on a per day basis for a specified device. ➤ Shown in data and graphical representations.
Individual Toner Level	<ul style="list-style-type: none"> ➤ Shows toner levels for a specified device or a specified time frame. ➤ Shown in data and graphical representations. ➤ Chart gives visual to how fast/slow toner is being used.
Individual Page and Toner	<ul style="list-style-type: none"> ➤ Overlaps Individual Page Count and Individual Toner Level graphical representations.
Individual Misc. Supplies	<ul style="list-style-type: none"> ➤ Shows dates of any other supply replacements other than toner. ➤ This can include staples and other kits.
Toner Reorder Report	<ul style="list-style-type: none"> ➤ Shows a breakdown of which devices need toner in order of % left. ➤ Devices that have the lowest % left are at the top.
CPC Report	<ul style="list-style-type: none"> ➤ Shows a breakdown of CPC per device if applicable. ➤ Black & White and Color.

Custom Reports	
Cartridge Swap Report	<ul style="list-style-type: none"> ➤ Shows at what % a toner cartridge was swapped out. ➤ Creates a line item when toner % changes. This means that if a cartridge was pulled out of the device at 17% and then inserted at 20% then that cartridge was shaken. ➤ Can identify premature cartridge swaps. (refer to Premature Cartridge Swap Report). ➤ Can identify bad toner cartridges that were replaced. ➤ Can be used internally to find which devices are not fully utilizing cartridges and creating a money sink.
Top 10 Problem Devices	<ul style="list-style-type: none"> ➤ Identifies which devices have the most errors/warnings. ➤ Errors are key. Example: Error codes and service requests. ➤ Warnings could be “Out of Paper”, “Out of Toner”, and other small problems.
Dead/Stale Device Report	<ul style="list-style-type: none"> ➤ Identifies devices that are not providing feedback to DCA. ➤ A Dead/Stale device can mean it is broken, turned off, or that device may have been replaced. ➤ Shows the last date that the DCA reported data for device.
Lifetime Utilization	<ul style="list-style-type: none"> ➤ Gives the % of monthly use that the device has used so far based off of duty cycle.
Premature Cartridge Swap	<ul style="list-style-type: none"> ➤ Gives a report that only shows cartridge swaps that were not at a low level and replaced with a new 100% cartridge. ➤ Can identify defective toner cartridges.



Managed Print Services

Did you know...?

According to Gartner Research Group...

Document output fleets (copiers, printers, facsimiles, scanners and associated supplies) continue to be one of the most under-managed and costly assets within many companies, resulting in **lost profits**.

Printing now accounts for 80% of document output.

Printing expenses are nearing \$800 per year per employee, and are increasing at a rate of 10% each year.

Furthermore, with research showing that up to 5% of a company's revenue may be spent on document output, organizations cannot afford to look the other way any longer.

However, knowing answers to these questions is not enough...

We now need to ask ourselves...

If a clearly defined and quantifiable cost savings from a Managed Print Service initiative is obtainable, would you embrace the change?

Then engage Evan Fecko in a no obligation **Managed Print Services** Assessment designed to articulate how document technology can revolutionize your print management strategies.