

CDW Amplified™ Endpoint

Managed Print Services and Printer Supplies Program



Managed Print Services

From the initial assessment to ongoing management of your environment, CDW's No. 1 objective is to ensure your organization experiences the cost savings and productivity gains a managed service program can provide.

Solution Benefits

HP, Xerox and Supplies Network's Managed Print Services (MPS) programs are built on cutting-edge printer fleet management software and are backed by exceptional delivery and support teams. Each provides support to thousands of companies and millions of devices worldwide. Whether you have standardized on HP, Xerox, Brother or you have a fleet that includes devices from multiple manufacturers, these solutions can support the unique printing needs of your organization. Your staff will be more productive, and your IT staff can focus on other priorities.

HP MPS: HP provides technologies and services that reduce the burden on IT while improving security across your print environment. HP print security offers real-time threat detection, automated monitoring, and built-in software validation. Choose HP Secure Managed Print Services (MPS) so you can focus on your core business. You can count on HP MPS to secure and manage your fleet, maintain printer security compliance, and keep everything up to date.

You can expect:

- 20–30% overall overage cost savings
- Minimized downtime
- Mitigation of security risks
- Streamlined workflows
- Automatic supplies shipments

Xerox MPS: With a comprehensive array of MPS assessment tools and services (including no-cost assessments), Xerox can unlock savings potential and reveal hidden opportunities. Streamline your processes and integrate them with the cloud, your network and mobile devices. Free yourself from security concerns with safeguards that lock down data and documents whether they reside on your

devices, your network, or the cloud.

You can expect:

- Cost per page includes service and supplies
- Pay for what you print — no overages
- Expert, metrics-based analyses
- Comprehensive security solutions
- Help desk, break/fix and maintenance for Xerox and non-Xerox devices

Supplies Network: Comprehensive Cost-per-Image service for any make and model of device, including supply routing, labeling, and delivery with options for local printers, printer installation and dedicated support.

Service options provide the fundamental building blocks for your program and are designed to be flexible and highly scalable. Choose just the services you need to enhance your program or roll them into a comprehensive Cost-per-Image service.

You can expect:

- Printer data collection system
- Supply management system
- Service monitoring and service desk
- Local device management
- Device installation service
- Device tracker

Vendors Supported

- HP Inc.
- Xerox
- Brother
- Cannon
- Lexmark
- and more

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Managed Print Services and Printer Supplies Program (continued)



Next Steps

An in-depth discussion with CDW can provide you with more insight into the importance of this work and help determine how much effort will be required. Contact your CDW account manager to speak with one of our solution architects.

Services

CDW Managed Print Services (MPS) enable you to choose from a set of managed services for device maintenance, supplies management, and remote management and diagnostic services. Our service solutions include:

- **Account delivery management:** Provide a dedicated team of MPS specialists who will assist you for all your print needs.
- **Support of devices:** Manage as-is fleets as well as new hardware.
- **Consumables management:** Automatic Toner Replenishment (ATR) for just-in-time supplies (ink/toner). CDW utilizes remote monitoring software reporting current status levels of supplies.
- **Remote services:** We provide remote audits and monitoring.
- **Cost reduction:** Optimize your fleet placement, uptime and utilization.
- **Strategic business reviews:** Provide a review of your devices that may be problematic; make recommendations that can help you save time and money while eliminating print fleet worries.
- **Cutting-edge print fleet management tools:** CDW's leading tools allow us to make educated business recommendations and decisions enabling fleet optimization.
- **Software and Mobile solutions:** We can help implement customer software solutions and mobile solution efficiencies.

CDW's Managed Print Services fall into one of three lifecycle phases — Design, Orchestrate and Manage.



Design Advisory/Assessment

We will provide a detailed assessment of your current environment, including the number of devices, different makes and models, and the types of devices running. This is key to managing costs.



Orchestrate Implementation/Adoption

The implementation phase includes printer management software deployment, consumables alerts and establishing procedures for requesting supplies and service.



Manage

With the right software tools, you will be able to automate your print management, including supplies tracking and ordering, trouble shooting and repair, and usage monitoring. The CDW MPS team will show you which devices to retain, which to reposition or repurpose, and which to replace. We also include periodic business reviews, TCO analysis and green strategies.

CDW Amplified™ Endpoint

Managed Print Services and Printer Supplies Program (continued)



Printer Supplies Program

Toner is a hassle to constantly order, and when it arrives you do not always have the time to install it; while you want users to print less, you don't always have the visibility into your printer fleet to determine the best way to do so.

CDW's Printer Supplies Program (PSP) is a complimentary and easy-to-deploy toner service built directly from customer feedback to address cost-reduction, time savings and printer efficiency. It even works to supplement existing managed agreements.

Solution Benefits

When trying to wrangle printer expenses, you need a supplies solution that meets the following criteria:

- **No Contracts or Commitments:** Most toner fulfillment solutions rely on locking customers into multi-year contracts. PSP is different: no contracts, no fees, no commitment, and no renewals. With a 95% retention rate, customers stay with PSP for one simple reason: it works.
- **Complimentary Printer Fleet Optimization Tools:** Even though PSP offers discounts on ink and toner, we believe in savings through using your printers more efficiently. We provide complimentary tools to offer complete visibility into how your users treat your printers.
- **Complimentary Toner Fulfillment Services:** Different departments may have different toner fulfillment needs, which is why PSP gives you the choice to mix and match the system best for you.
- **Compliments Existing Managed Agreements:** PSP provides discounts, management tools and toner delivery services for the printers that are NOT currently under a Managed Agreement. As we have no contracts, our service is a terrific way to "fill in the cracks" for printers that do not currently have toner fulfillment or management tools.

Vendors Supported

- Brother
- Clover
- HP
- Lexmark
- Xerox
- Zebra

Services

Services within CDW's Printer Supplies Program fall into one of three lifecycle phases — Design, Orchestrate and Manage.



Design Advisory/Assessment

CDW provides a detailed assessment of your current environment and develop short and long-term objectives to improve your printing services and management.

- **Printer Fleet Assessment:** Using software tools, detailed usage reporting and years of expertise, we tailor a toner fulfillment program specifically to your needs: from manual or prompted ordering via a custom toner portal to a fully automated service, we build the system that works best for you.
- **Toner Fulfillment Pilot:** It takes less than 5 minutes to deploy CDW's complimentary software and less than 30 minutes to configure the system to your specification.



Orchestrate Implementation/Adoption

Includes printer management software deployment, consumables alerts and establishing procedures for requesting supplies and service.

- **Automatic Toner Delivery:** Printers are scanned 2x per day with a highly accurate "Days Remaining" algorithm. Printers with low toner send a request to your closest regional warehouse. Toner is labeled with the make, model and serial number of the requesting printer and packed for easy identification. Your toner arrives on schedule and fully labeled to ensure delivery to the correct printer.



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Next Steps

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- **Custom Toner Ordering Portal for WFH:** A custom toner ordering portal is created for your organization, showing *only* the printers you own and *only* the supplies you want to buy with the discounted PSP price. This makes it easy for office workers and WFH employees to find and order the correct toner at the correct price.
- **Prompted Toner Ordering:** A custom low-toner notification is designed for your organization, allowing you to choose the trigger levels, printers, and alert recipients. Your network-attached printers are scanned four times a day to check toner levels. When a printer meets a low-toner threshold, an alert is generated and routed to the correct group or user. The person receiving the alert logs into a Custom Toner Ordering portal design just for your organization to quickly find and order the correct toner.



Manage

Lowering raw toner costs is only half the battle: reducing printer usage and deploying your printers correctly is the other half. PSP provides you the complimentary tools and the expertise for maximum printer fleet efficiency. With the right software tools, you'll be able to automate your print management, including supplies tracking and ordering, trouble shooting and repair, and usage monitoring.