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Printing costs are out of control

How do you calculate your printing costs? Most offices don't consider the hard and soft costs related to print. Ask yourself a few questions:

- How many printers, copiers, MFPs do you have?
- Are they being properly used? Too much? Too little?
- How often are they in need of service?
- How often are the printers out of toner?
- How old are they?
- What is your current meter read submission process?
- How much IT time is spent supporting printing devices?
- How much do you think it costs you to process and pay invoices?
- Do you know how much power your existing devices use?

Not having an answer to these questions can cost you more than you think.

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Take Control of Your Printing Costs



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Trends Impacting Printing Fleets

- 90% of companies do not know how many printers they have or if they are properly utilizing their print assets
- The Gartner Group estimates that corporations spend between 1% and 3% of their annual revenue on printing
- The cost of printing continues to increase: 9% in B&W and 19% in color (11% total)*
- 23% of all IT / help desk calls are printer/copier related**
- 55 % of network traffic is printer related*
- The average office has 1 printing device for every 4 employees when the optimum ratio is 1 to 10**
- Only 10% of document costs are attributed to the direct cost of equipment, supplies, service and paper - the remaining cost is attributed to IT support, facility and other expenses!***

* Source: All Associates *Source: Information Week

** Source: The Gartner Group "Rightsizing Output Fleets: The Hidden Goldmine," March 2001

***CAP Ventures, Info Trends: "Office Document Output Assessment Services," October, 2005

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Financial Impacts of Printing Devices in Organizations



- Increased page volumes = increased imaging costs
- Capital budgets are being stretched with the erratic purchase of output technology, reactive supplies ordering and emergency servicing
- The related costs of administration, management and supply continue to rise
- High cost of IT time is spent dealing with printing device maintenance issues and detracts from the departments core initiatives
- Little or no device placement management results in high-cost devices receiving the volume of pages

* Source: DocuAudit International

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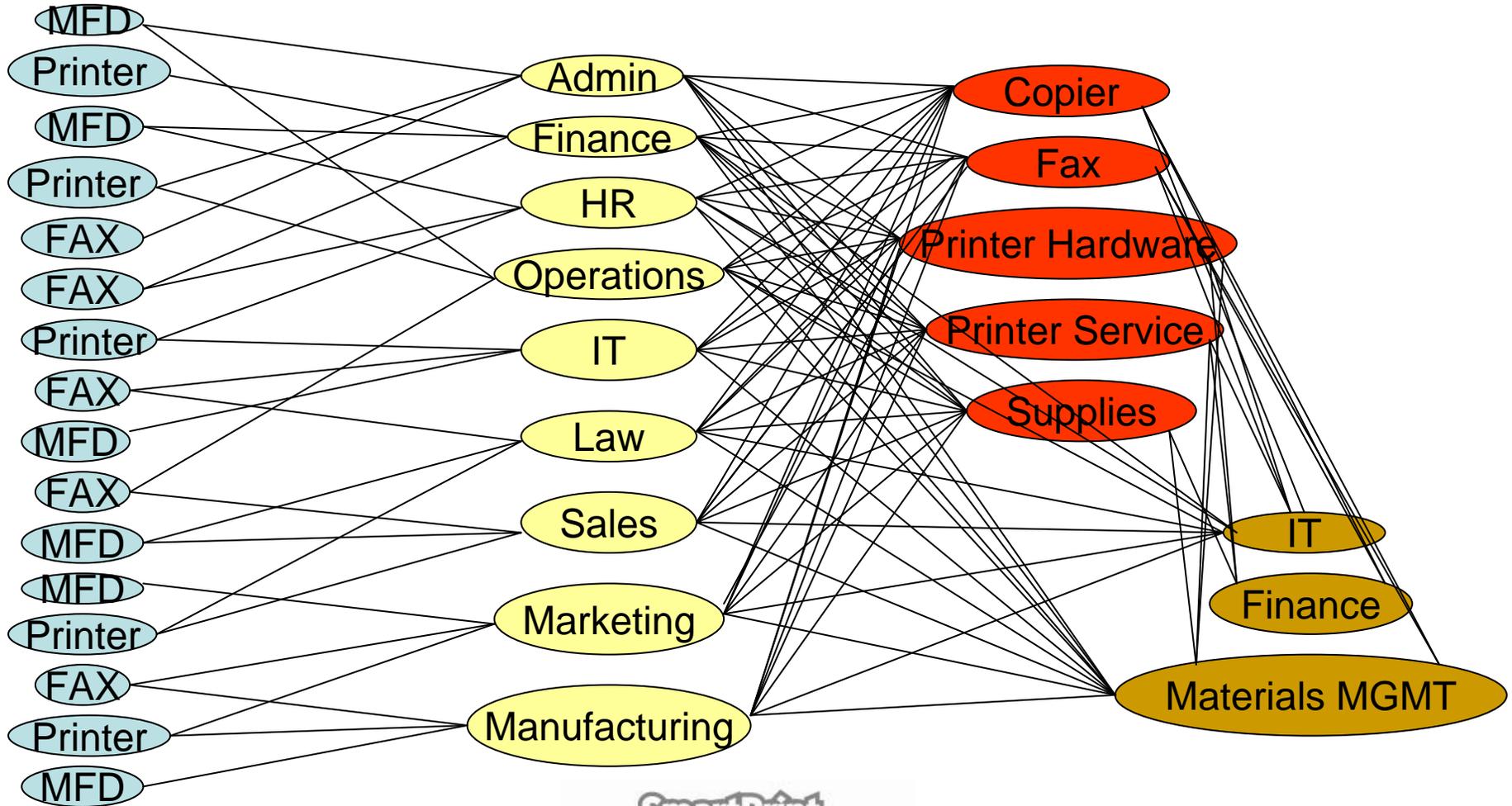


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Image Output

End Users

Service Vendors



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“What is Managed Print Services?”

- Managed print services is defined as an end-to-end solution that provides everything a company needs to control output costs: An initial output assessment, hardware redeployment or acquisition, pay-per-use output that includes supplies and service, through ongoing assessment of the contract and as-needed optimization.
- United Business Technologies is a company focused to managed print services in mid-market accounts with the goal of helping these companies identify, control, and manage the cost of output.

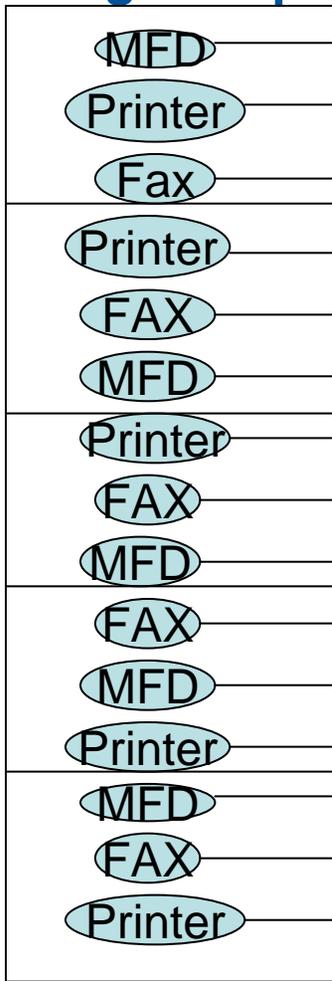
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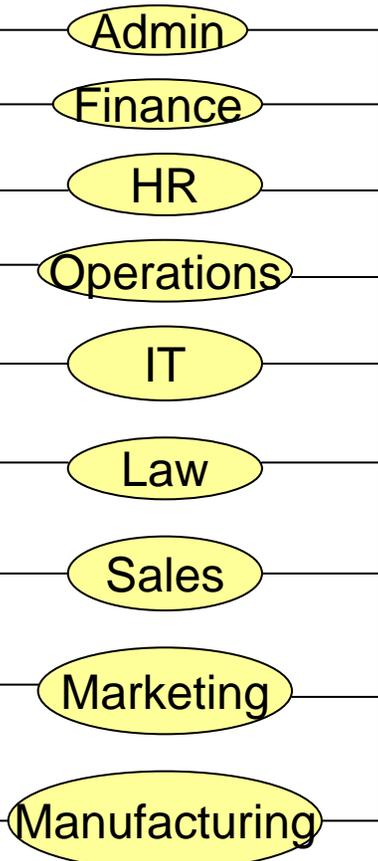


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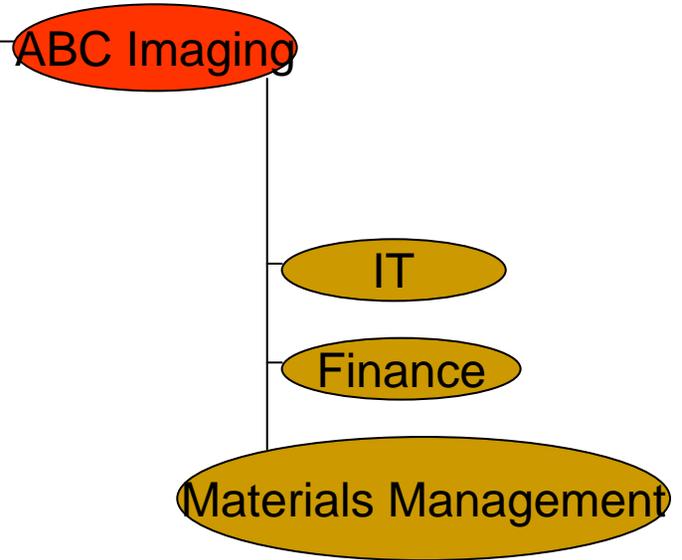
Image Output



End Users



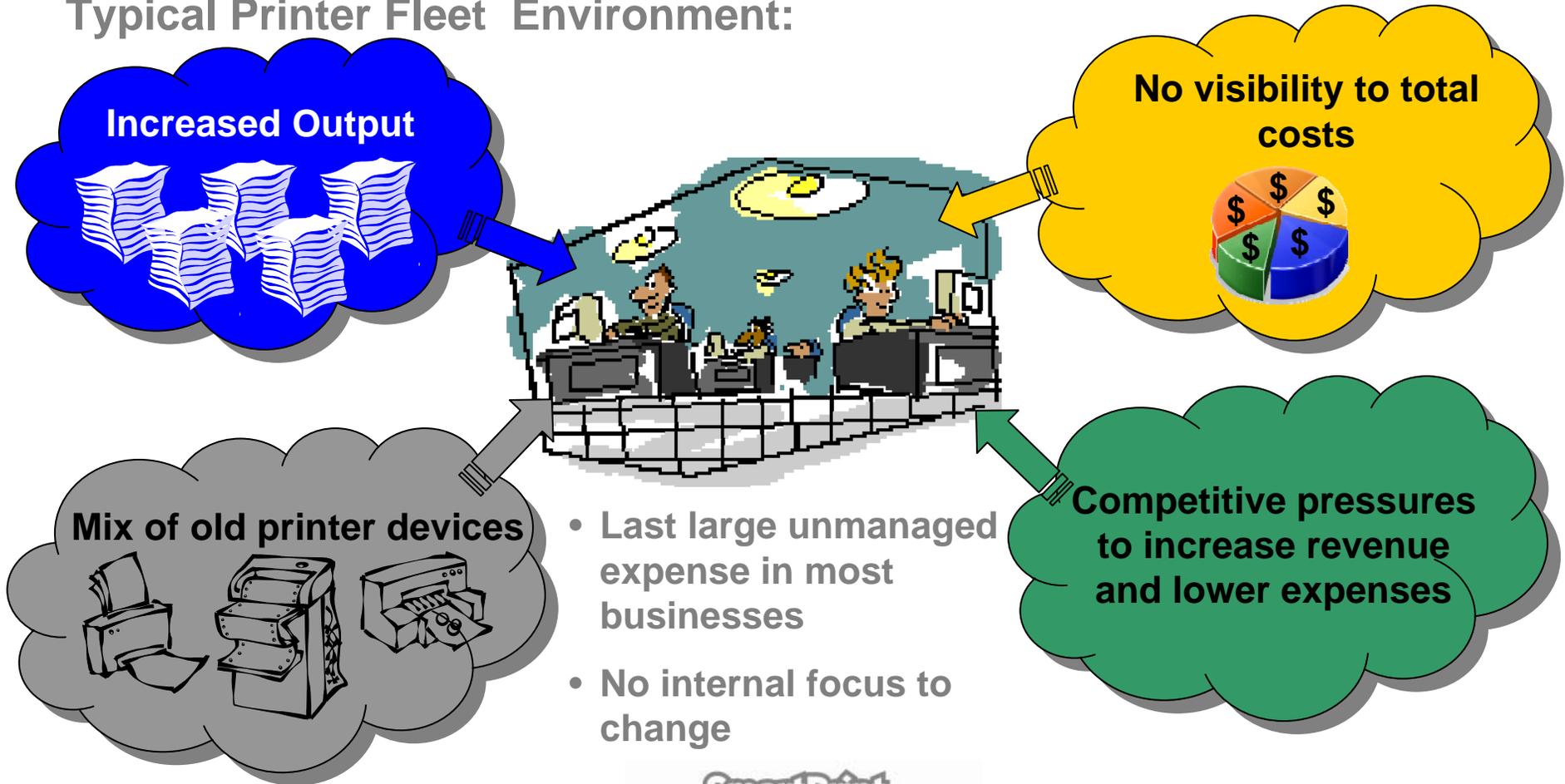
Service Vendors



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Is a Change Needed in How You Manage “Print”?

Typical Printer Fleet Environment:

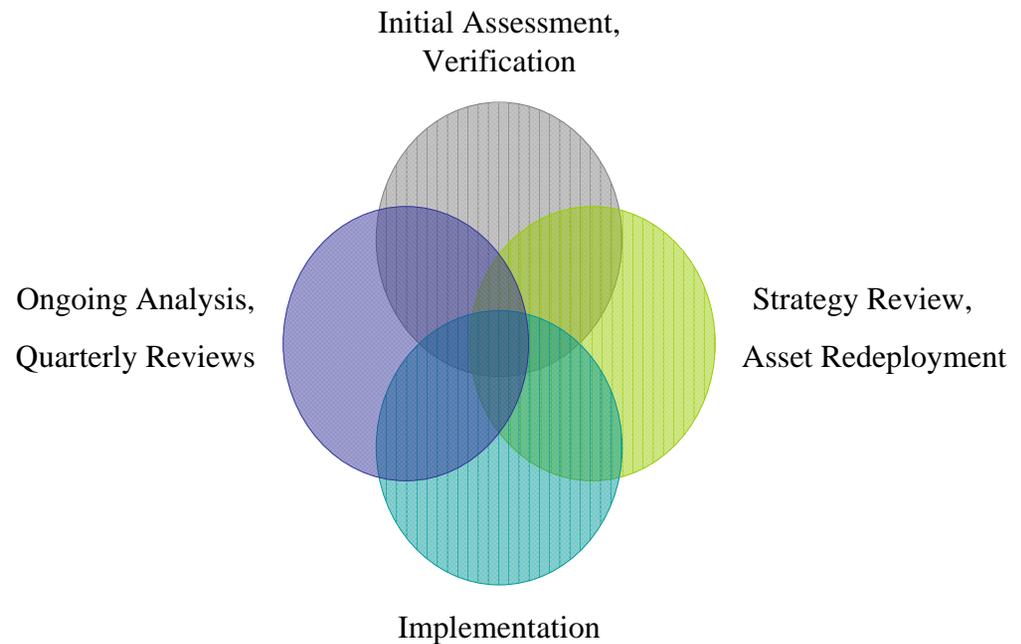


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UBT's Services

Objective Assessment
Strategy Review
Implementation
Ongoing Analysis
All inclusive agreement



UBT's Managed Print Services Agreement

- All inclusive
 - Supplies
 - Service
 - Parts
- Technology refresh
 - Equipment replacement schedule
- Ongoing monitoring
 - Redeployment
 - Alerts for service and supplies



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Cost Comparison Example

Office with 40 print devices, 3 fax, 5 copiers:

	Current Monthly Cost	UBT Print Management	Five Year Savings
Depreciation	\$ 843		
Lease	1,380		
Toner	1,750		
Service / Parts	450		
Maintenance Kits	240		
Overages	<u>140</u>		
Total Monthly	\$4,803	\$3,843	\$57,600
Prints / Copies	150,000	150,000	
CPP	\$0.032	\$0.0255	

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Soft cost comparison

Office with 40 print devices, 3 fax, 5 copiers :

Vendor	Example	Responsibility	Monthly invoices
Printer / fax toner	Staples	Various	8 - 12
Service	VAR	IT	3
Parts / MK	VAR	IT	2 - 3
Hardware	VAR	IT	0.8
Copier overage	Copier dealer	A/P	0.33
Copier lease	GE, UBS	A/P	1 - 3
Total	6+		15 -22

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Key benefits of managed print services

- Identifies cost so expense management is possible
- Ensures proper utilization of printing assets
- Proactive monitoring of output devices
 - Supply replenishment
 - Service
 - Redeployment
- Reduces support requirements
- Reduces quantity of vendors
 - Single invoice for all services
- Reduces cost!



UBT's Strengths

- Strong service provider with 32 years of experience
 - Our goal is to maximize your current investment not sell you more equipment or software
- Thorough and free assessment
- Ongoing monitoring to anticipate service needs and optimize assets
- 90 Day Unconditional Money Back or Exchange Guarantee
 - 100% refund if for any reason you decide you no longer want or need UBT's Print Management Program.
- 4 Hour Average On-Site Response Time
 - UBT Averages 4 hour response time from the time the service call is placed until a technician arrives at your office.
- 98% Uptime Guarantee
 - UBT Guarantees 98% equipment uptime. Specifically, if your printer is inoperative for more than 2% of regular business hours over the course of one year, UBT will provide 1 month of free prints.
 - The Net Call Incentive and Measurement System for UBT technicians, minimizes recalls and incomplete service calls to insure 98% uptime.



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Next steps

- Take initial asset reading
 - **Walk Through**
Develop understanding of user environment.
- Schedule follow-up meetings
 - **Second Reading**
Provides us with data for utilization.
 - **Strategy Session**
Review recommendations for redeployment or technology refresh
 - **Proposal Review**
Confirm all initiatives discussed in strategy session are covered.
- Implementation:
 - **Redeploy Current Assets**
Ensure device matches area's use.
 - **Supplement Where Required With MFPs**
If MFPs were part of the solution they will be installed.
 - **Training**
Employees are trained on any redeployed or new devices.
 - **Provide ongoing support**
Remote Print Management is installed with training on Web access .

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What are you Waiting For?



There is a way to improve your printing process while controlling costs: all you need is the right information.

Contact a UBT SmartPrint Consultant today to learn how to get started.

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Contact Us

Virginia

8260 Greensboro Drive, Suite 435 McLean, VA 22102

P: 703.917.0100

Maryland

9218 Gaither Road, Gaithersburg, MD 20877

P: 703.917.0100

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