

Managed Print Solutions

*Take complete control of your document output devices
-saving money and improving productivity*



The Problem

Managing fleets of different brands of print equipment ranging from laser printers to multi-function devices can be very stressful, time consuming, and costly. Let alone the burden of replenishing multiple brands of consumables and the risks associated with controlling the ordering and supply processes. **Did you know that more than two-thirds of the Total Cost of Ownership of a document output device comes from running costs rather than the equipment itself?**



The Solution

Wouldn't it be great if your organisation's print, copy, scan and fax facilities could be taken care of through a single point? With Toshiba's **Managed Print Solutions (MPS)**, you can easily take control of the management of your organisation's document workflow and production output. Toshiba can further enhance your fleet with the managed integration of new technology across multiple areas such as copy, print, fax, scan. Increasing productivity and dramatically reducing operating costs. Incorporating everything from device management and maintenance, to the supply of consumables, this complete service removes the time-consuming task of managing your own fleet, irrespective of the original supplier of your equipment. By managing your fleet of devices and their usage efficiently, it saves you time and money, allowing your staff to focus on what really matters- your business!

Getting started



Toshiba Audit - Identifying cost savings in your business

Toshiba Audit provides you with a detailed report of your current printing situation including an asset register, monthly volumes, costs, colour to mono output ratio and cost per page - as a FREE service to MPS clients.

By capturing this information, Toshiba Audit may help your business to:

- Save money by reducing your cost per page.
- Identify under and over-utilised devices
- Reduce your servicing costs and improve efficiency
- Discover any redundant devices on your network

After detailed analysis, Toshiba Audit will provide you with a series of reports and recommendations that may make your business more efficient and save you money.

The Solution - MPS

Our managed print services offer a single-source solution for all your business imaging needs:

- Dedicated account management
- Single point of contact for all service/consumables
- Customised Service Level Agreements
- Dedicated help desk facility
- Consolidated invoicing
- Toshiba's Fleet Management software
- Office Productivity Solutions



"The savings through Toshiba's print management solution have dramatically cut almost a third off our previous print costs".

Mr Duncan Ward, General Manager of Espreon Property Service

Dedicated account management

Toshiba MPS clients receive the personalised attention that is only possible with a single point of contact. Your designated MPS account manager will conduct regular reviews to ensure your fleet is performing at optimum efficiency, saving you time and money.



Single point of contact for all service/consumables

Call logging and consumables ordering can either be done via our MPS automated web portal or through our dedicated local call centres. Time saving automated consumable ordering and device volume reports can be activated within your Toshiba device.

Customised Service Level Agreements (SLA's)

Key to the success of Toshiba's MPS program are our detailed and mutually agreed SLA's and Key Performance Indicators (KPI's). They are unique to each of our customers and are based around your business needs and specific operational requirements. Typically, they would include optimised service levels and machine performance expectations. Also covered are our Preventative Maintenance Program and Five Year replacement guarantee.



Dedicated help desk facility

MPS customers have direct access to our locally staffed National Help Desk where you will speak directly with a fully trained technical advisor. On matters from software support through to actual hardware functionality, the Help Desk is your key to improved uptime.



Consolidated billing services

Imagine having one consolidated billing for all of your devices, irrespective of brand, model, consumable or rental cost. MPS takes care of all consolidations with a simple reference invoice which can be tailored to suit your specific requirements incorporating all relevant detail.

Toshiba's e-BRIDGE Fleet Management System (EFMS)

The Toshiba suite of e-BRIDGE solutions simplifies fleet management. EFMS allows network administrators to oversee multiple branded devices across a network. Some of the capabilities of EFMS are:

- the provision of information such as usage data across all departments
- the allocation of costs which enables you to bill back expenses for cost recovery
- fleet optimisation and rightsizing
- the ability to trouble shoot remotely, enabling proactive preventative maintenance to be conducted.



Office Productivity Solutions and our environment

Toshiba Office Productivity Solutions are designed specifically to enhance the scan capabilities of our MFD's whilst also impacting positively on our environment.

- Toshiba Re-Rite allows you to scan documents into 17 different file formats including Word® and Excel® which can become instantly editable thus eliminating the need to re-copy and re-type documents.
- Toshiba offers an extensive range of Document Management Software which eliminates unnecessary storage of paper files thus reduces paper volumes throughout the office.
- Toshiba Toolbox offers utilities to simplify and speed up office practices and is part of every MFD supplied.

Toshiba Managed Print Solutions

Green initiatives

Conception to Grave – From design to final disposal, Toshiba considers all areas of the environment. Our R&D teams continue to design award winning products which meet or exceed some of the worlds most stringent environmental standards including Blue Angel, Energy Star and strict RoHS compliance. The removal of halogens and lead solder from our machines, the use of recycled plastics in their design, transport from manufacturing point to distribution are all part of the process.

Locally, Toshiba initiatives include disposal of packaging through Visy, collection and recycling of used toner cartridges through “Close the Loop” and “end of life” reprocessing of machines through the Sims Recycling Group.

FACT: It takes nearly 3.5 litres of oil to make just one printer cartridge. In less than a year, recycling cartridges could save more oil than the 11,000,000 gallons spilled by the Exxon Valdez oil tanker.

In addition, Toshiba Australia supports organisations such as Landcare Australia and are a founding sponsor of the “Paper-less Alliance” which was set up by the founder and chairman of “Planet Ark”, Mr. Jon Dee. The Paper-less Alliance is an audacious call to action for Australian businesses to reduce paper usage in the office (www.projectpaperless.com.au).



What our customers say....

“The savings since introducing the Toshiba e-STUDIO’s is in the order of \$150,000 on copy costs alone. As well they have been able to remove the majority of the desktop printers saving even more money”.

Greg Ferris - Purchasing Manager for the Salvation Army

“From my perspective receiving a single invoice rather than a whole raft of invoices from many different vendors enables me to better manage and control costs. The extra functionality provided by the e-STUDIO for scanning, fast copying, desktop printing and faxing as well as electronic filing of all our incoming faxes has helped us lift the efficiency across the organisation. We’re delighted by how much the Toshiba e-STUDIOS have lifted company productivity.”

David Tanti - Head of IT at Alleasing

“Since changing over to the Toshiba e-STUDIOS and receiving excellent back up support from the company I’m pleased to say that they have solved what was a significant and costly problem for the company. We can now concentrate on what we do best - building quality housing for Australian families.”

Graham Downes - Group IS Manager Masterton Homes

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