

TOSHIBA

Leading Innovation >>>

'Toshiba MPS: We can help you solve the puzzle'



MPS

TOSHIBA MANAGED PRINT SERVICES



Managed Print Services Model

At a time when more and more companies are looking for ways to reduce costs and increase efficiency, Toshiba offers a proven solution that's been helping companies like yours for years— Toshiba Managed Print Services (MPS). By optimising your fleet of printers and managing your print environment, we'll help you reach your financial goals while allowing you to focus on what really matters - your business.

Managing to do more with less.

Our Toshiba MPS process follows these key principles:

- **DEFINE** objectives, constraints, timeframes and participants
- **MEASURE** assets, usage, workflow and cost drivers
- **ANALYSE** data to create detailed cost profiles for every product and process
- **IMPROVE** current environment with effective solutions
- **CONTROL** through ongoing benchmarking and cost improvements.

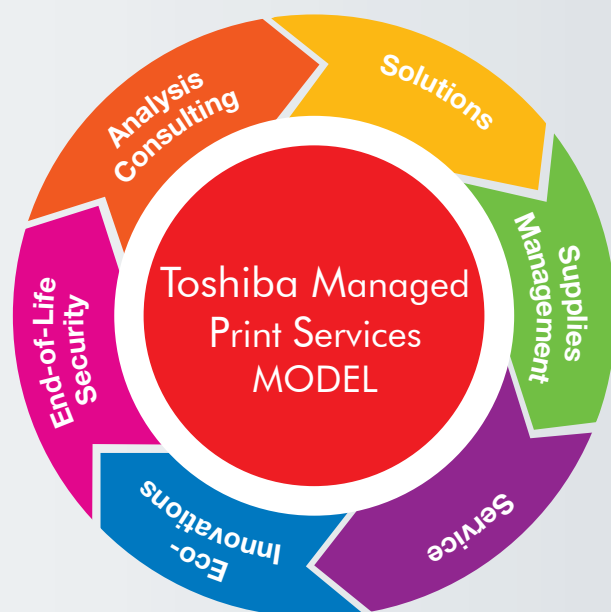
"One of the outcomes of putting Toshiba's MPS in is that we have achieved something in the order of 20% Cost Reduction".

Steve Sampson
General Manager of Hunt and Hunt Lawyers

Toshiba MPS Model

Total print fleet management made easy.

The MPS model represents a true customer focused practice. The result is a host of individual programs, services, technologies and infrastructure tailored to work together to effectively manage MPS engagements.



Analysis and Consulting



A central component to the Toshiba MPS model is Toshiba Audit. As part of your Toshiba Audit, our trained professionals conduct an onsite walk-through of your offices and provide a complete inventory of your equipment fleet. We'll then consolidate your print volume to more efficient multifunction devices and network laser printers where applicable. This optimisation reduces costs, streamlines operations, maximises control, secures your documents and above all, conserves resources.

Output Assessment

Toshiba Audit offers several flexible methods of obtaining output assessments, either by onsite USB collection or via a simple web link. This gives the ability to provide regular reporting updates and accurate discovery of all devices.

Whether for a print audit or as part of ongoing meter data collection, Toshiba Audit is able to provide onsite detailed assessment of:

- Daily/hourly usage
- Identification of locally connected devices
- Detailed counter discovery including information such as scan, copy, print and fax

Allow our expert analysts to identify inefficiencies and develop a customised plan for your business.

Fleet Optimisation Consulting

A central part of Toshiba Audit is our ability to understand your usage patterns by offering compelling Total Cost of Ownership (TCO) analysis.

By covering areas such as Cost Per Page (CPP), finance, depreciation and product specifications with a direct feed from up-to-date TCO market cost data, ongoing analysis is simplified for both Managed and Non-Managed devices.

“The savings since introducing the Toshiba e-STUDIO’s are 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***



Management Solutions

Printer fleet management is a major challenge for any busy IT department. In particular, troubleshooting, support, repairs, supplies, installation, configuration and re-location via multiple vendors creates a huge drain on your resources.

Toshiba's MPS provides a convenient single-source for service, supplies and billing. What's more, it's backed by Toshiba's Sydney-based R&D Division, so you also benefit from cutting-edge software solutions guaranteed to streamline your workflow and business processes.

Efficient Print Job Routing

MPS utilises "Rules Based Printing" technologies with customisable settings to direct print jobs to the most cost effective output source. For example, it can enforce monochrome printing and send documents larger than 5 pages to your economical Multi-Function Device (MFD).

Volume/Charge Tracking

The ability to track and report across several streams highlights:

- ✓ Top Devices
- ✓ Overall costs/cost centre
- ✓ Users and usage

Workflow Solutions

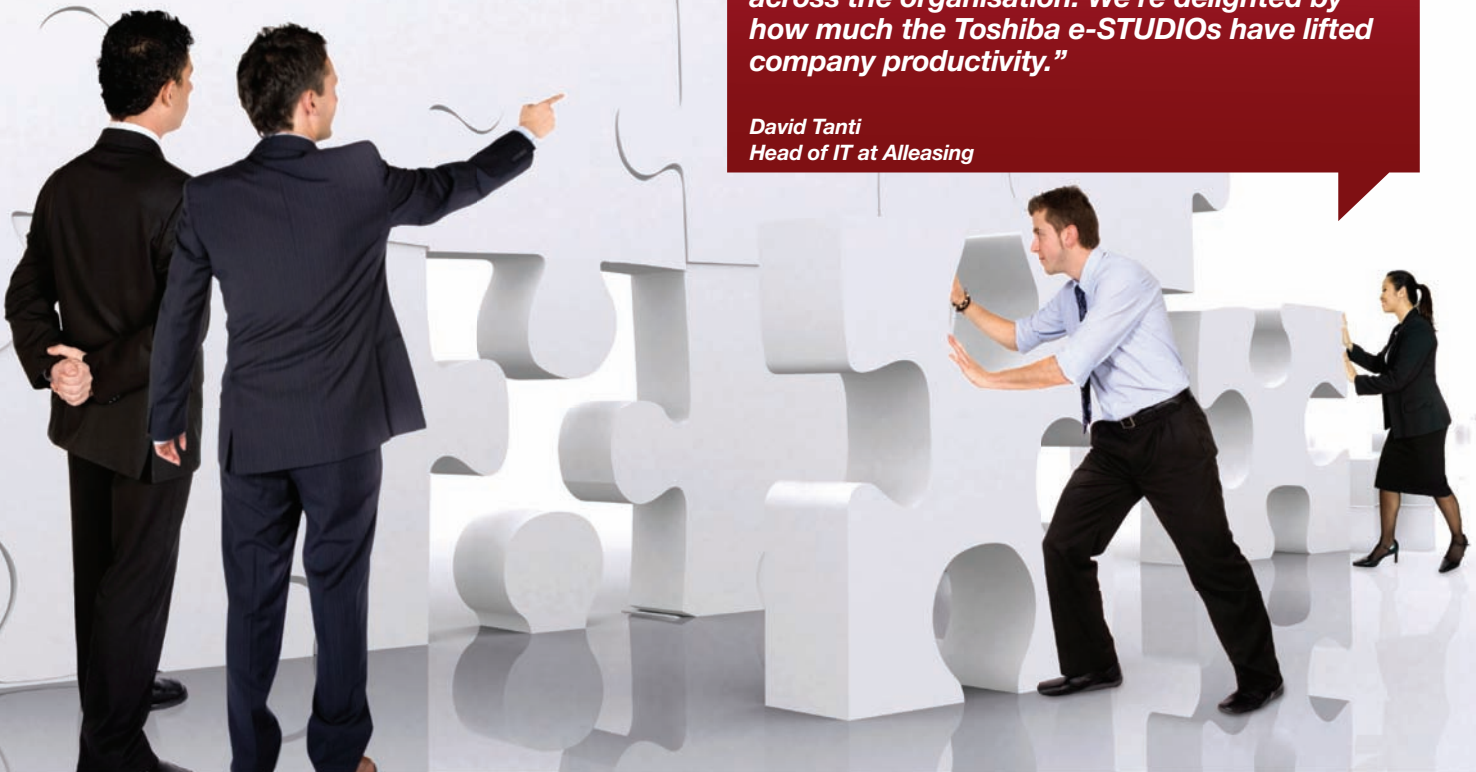
The MPS Workflow Solution portfolio is adept at managing every approach to workflow. Toshiba solutions such as e-BRIDGE Re-Rite, Job Separator and Dropzone are proven efficiency enhancers and easy to implement.

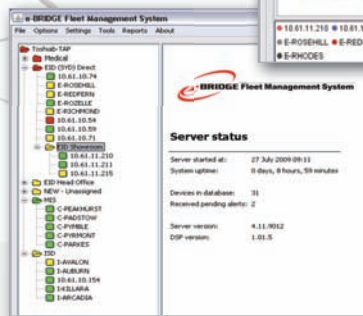
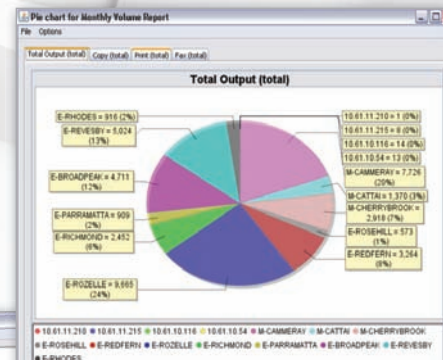
Asset Management

We understand that tracking your device assets is essential to your business. We can customise a centrally hosted database accessible via a secure website for you.

"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





Document Storage and Security

The storage of documents couldn't be easier with Toshiba's intuitive scanning solutions. These even connect directly with your existing document management systems such as Microsoft® SharePoint® or Toshiba's proprietary e-BRIDGE Document Library. Toshiba utilises innovative security technologies that focus on the following areas :

- ✓ Device Security
- ✓ Access Security
- ✓ Document Security
- ✓ Device End of Life Security

Driver Management

Our Universal Print Driver (PCL/PS) offers a single common driver/s than can be used with many 3rd party devices.

Device Management

A simplified device management utility is provided via onboard software giving you the ability to access your device configuration/status data with just one click. e-BRIDGE Fleet Management System (EFMS) provides a more thorough approach to management of Toshiba MFDs complete with visibility of address books, templates, network settings and firmware updates.

FollowMe® Solutions

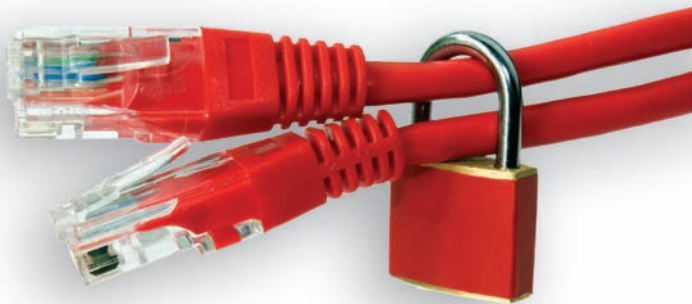
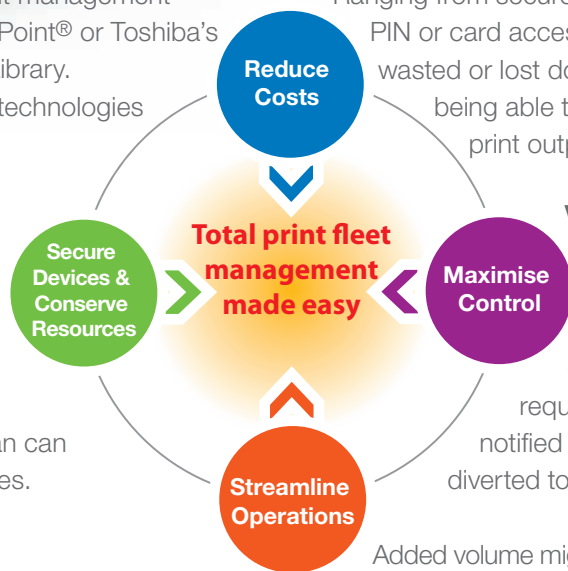
With Toshiba's hybrid Embedded Architecture (EB3) you have access to the full range of FollowMe® features.

Ranging from secure, convenient document retrieval via PIN or card access negating the knock on effects of wasted or lost documents, through to the ease of being able to retrieve your document from any print output device on the network.

Volume Migration Strategies

To reduce page volume costs, migration rules can be pre-configured to suit your particular site requirements. Users are conveniently notified by email when a job is being diverted to a more cost effective device.

Added volume migration strategies include the ability to control with 'Rules Based Printing' software. For example all colour jobs go to an MFD or web or email print default in monochrome.



Toner and Supplies Management

Putting the Toshiba MPS program into action

Toner and Supplies

Having your toner and supply levels monitored and managed from our central server is made easier with predictive dispatch reporting and e-commerce integration.

Centralised Reporting and Billing

All meter reads for Managed and Non-managed devices can be held centrally by Toshiba with the benefit of detailed reporting for your whole fleet. Individual device volumes and usage patterns can provide data vital in optimising asset usage.



National Service Management

National Call Centre

Knowing how crucial service management is, we offer national service coverage for Toshiba MFDs, HP MFP* and printers from our national call centre based in Melbourne. This encompasses 1st level support from fully-trained help desk staff.

Service Dispatch

Localised dispatch centres manned by local people with local knowledge work alongside technical teams to maximise 'first time fix'.

Reporting

All site meter readings feed into a central server enabling centralised reporting of volumes and other statistics.



"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

Free up your IT resources by letting Toshiba manage and optimise your print output fleet.

Account	Parent Account	Manufacturer	Model	Location	Serial Number	IP Address	MAC Address	Local ID	ERP Equip. ID	Reported Consumables
Demo	FTI	HDSK	GA10		10.61.30.131	00-C0-85-2F-07-00				4
Demo	EPSON	EPL	43000		10.61.48.153	00-00-88-8A-EE-84				2
View Details Consumable Name										
Fuser Unit S053016/S053017										
Toner Cartridge S051111										
Demo	HP	LaserJet	4100 Series		SGCD001783	10.61.10.115	00-30-C1-D3-18-6A			1
Demo	HP	LaserJet	P2015 Series	Boise, ID, USA	CHC3L0589	10.61.10.164	00-1A-8B-12-37-E3			1
Demo	HP	LaserJet	4050 Series		SG71928123	10.61.10.116	00-01-E6-3E-40-3E			1
Demo	HP	Color LaserJet	4550 Series	Medical Head Off	3PQH01123	10.61.10.58	00-01-E6-4E-65-81			7
View Details Consumable Name										
Fuser Kit HP 120V C4197A 220V C4198A										
Transfer Kit HP C4196A										
Black Toner Cartridge HP C4101A										
Cyan Toner Cartridge HP C4102A										
Magenta Toner Cartridge HP C4193A										
Yellow Toner Cartridge HP C4194A										
Drum Kit HP C4195A										
Demo	HP	LaserJet	4050 Series		SG7986121	10.61.90.23	00-10-83-29-05-49			1
Demo	HP	LaserJet	4100 Series		SG79617552	10.61.40.23	00-01-E6-43-7A-88			1
Demo	HP	LaserJet	4100 Series		SG79236625	10.61.90.22	00-01-E6-73-04-84			1
Demo	HP	LaserJet	2100 Series		SGP008859	10.61.40.28	00-01-E6-71-35-1A			1
Demo	HP	LaserJet	4050 Series		SG79036480	10.61.90.26	00-10-83-1B-34-D0			1
Demo	HP	LaserJet	4050 Series	FL_VIC_MANAGER	SG79035009	10.61.30.26	00-10-83-1B-44-99			1
Demo	HP	LaserJet	4050 Series		SG7986110	10.61.30.37	00-10-83-29-2A-3E			1
Demo	HP	LaserJet	4000 Series	EID NZ Report Pr	SG79063156	10.64.2.26	00-60-80-90-D8-D3			1
Demo	HP	LaserJet	4100 Series		SG79603794	10.61.30.34	00-01-E6-38-F5-3E			1

- ✓ Reduce number and types of devices
- ✓ Optimise printing
- ✓ On-line supplies ordering
- ✓ On-line service request
- ✓ Interface with one vendor



Eco-Innovation Programs

Two of the most common concerns of today's businesses are preserving the environment and securing valuable data. At Toshiba, they've been top priority for years. We have systems in place to help businesses meet company requirements as well as government regulations.

Toshiba will analyse your current eco footprint and find ways to measurably improve it in the future with our Toshiba Audit Green Report. This report provides clear, accurate measurements of your office printing environmental footprint in terms of paper consumption, electricity consumption and CO₂ emissions, natural resource and solid waste impact as well as environmental and economic costs. The report also



provides clear metrics of how optimisation of your document output fleet will impact the environment. Benefits include the reduction of electricity consumption by anywhere from 300 to 1,500 kWh per year.

Eliminating single-user devices can positively impact the environment by reducing supplies usage, energy consumption and waste to landfill. For instance, 60,000 pages printed on the e-STUDIO655 uses 1 toner bottle while the same number of pages produced with desktop printers

uses 30 toner cartridges. Toshiba devices incorporate energy saving features such as:

- TonerSave Mode
- Blank Page Elimination
- Letterhead Print Mode
- Default Duplex Printing
- Restriction of Colour Printing
- Super Sleep Mode

We also offer programs to reduce your environmental impact such as consumables recycling programs with Zero Waste to Landfill targets and End of Life (EOL) equipment disposal services.

The Toshiba Audit Green Report will provide clear metrics to optimise your print fleet, reduce electricity consumption and your environmental footprint.

End-Of-Life & Security Programs

Green initiatives

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 world's 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,

waste toner cartridges through "Close the Loop" and end of life machines through the Sims Recycling Group. These are all part of the cycle in the "Design to Disposal" process.

In addition, Toshiba Australia supports organisations such as Landcare Australia and is 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).

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





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TOSHIBA TEC CORPORATION is an ENERGY STAR Partner.

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