

## FEATURES & BENEFITS

### IT

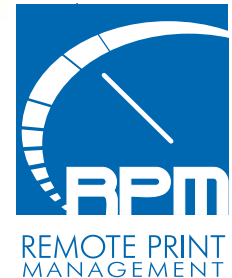
### ADMINISTRATION

- Generate service calls automatically
  - Access real-time data (Maintenance alerts, cartridge yield, diagnostics)
  - Track historical data on service calls
  - Eliminate up to 70% of your technical support interventions
  - Capture 60-80% of print issues before they become problems
  - Ensure optimal printer deployments
- Allocate cost by printer, department and cost center
  - Reduce administrative transactions
  - Reduce downtime—Improve productivity
  - Simple monthly billing for all print-related expenses

**Refle<sup>o</sup>ion**  
SMART PRINTING SOLUTIONS

Manage, reduce and avoid costs related to your print environment.

RPM is an innovative and transparent value-centric system that allows you to better manage your print fleet and improve your process.



## Do you have the time and staff to proactively manage your print environment? Chances are you are more concerned with taking care of business.

Office printing expenses have been shown to consume 1-3% of an organization's annual revenue an expense that costs the average company \$1000.00 annually per employee for the cost of printing, copying and faxing. The cost of printing represents a largely un-audited and uncontrolled expense for most organizations. In fact, most companies don't even have a line on their detailed P&L statements to budget for and allocate print and office document expenses.

## Can you easily monitor, control and reduce print-related costs? With the RPM solution, we can help!

RPM (Remote Print Management) is a system that monitors and tracks critical attributes of your network print devices. Analyzing the operation and performance of your equipment provides the data that is vital for the strategic management of your print environment.

Through RPM, your Reflexion expert will help you:

- Automatically identify all hardware connected to the network
- Remotely and transparently monitor real-time data transmitted by the printers
- Efficiently procure parts and consumables to minimize downtimes
- Proactively maintain your print fleet
- Strategically replace and rotate your equipment in order to maximize your investment
- Avoid costs related to printing in the office
- Determine your cost to print a document

## HOW TO GET STARTED...

Your Reflexion certified expert will conduct a Total Cost of Ownership (TCO) audit which includes:

- Printing hardware inventory and profile
- Usage analysis of the devices
- Gathering and analyzing of historical data on supplies and service costs
- Gathering and analyzing of costs of internal IT support, printer down-time, transaction and administrative expenses
- Comparison with a similar office printing environment
- Determination of the cost per page of your devices and your total cost of ownership

The result is a better understanding of your current print environment and its costs. Your Reflexion expert may also recommend immediate and on-going cost reduction possibilities in your print environment.

PS: The RPM system is a unique and independent solution for controlling costs and managing print environments whatever the brand of your print devices. There is no need to purchase new hardware or software to take advantage of the power of RPM.

## WHAT'S THE NEXT STEP?

After seeing a demo and getting the results of the audit, you will agree that RPM is the most viable approach to simple and effective print management. By implementing RPM, you move towards an audit and oversight role, while your Reflexion expert manages and cares for your print environment as if it were his own.

## NOW IS A GOOD TIME TO START!

### Q: What is an RPM Solution?

A: It is a proprietary software application enabled through the RPM polling appliance.

### Q: What does it do?

A: The RPM appliance collects data on every print device that is connected to a network in order to analyze operational data. It monitors printer function including maintenance alerts, printer diagnostics data, toner usage, printer duty cycles, page counts, cartridge yields, and over two dozen other attributes to allow effective management of the print environment.

### Q: Can I get the information in real-time?

A: Yes, the RPM Solution provides real-time data that allows you to make key print/cost management decisions immediately.

### Q: How many print devices does it monitor?

A: It can concurrently support 1,000 print devices.

### Q: Is it complicated to install?

A: No. There is no configuration required in most environments. It is rack mountable for storage and security purposes. It supports standard network protocols.

### Q: What about the safety of our network?

A: It's firewall friendly and easy to deploy. It is non-invasive and requires little to no IT support!

### Q: How does it protect our network environment?

A: The RPM Solution captures only functional information sent by the printing device. The content of print jobs and the actual pages are not seen by the application to ensure confidentiality and privacy. There is no information sent to the network or printing device by the RPM appliance. You can see the same information that your RPM provider sees. It's transparent!

