

# Service Department

## Service Profile

- ◆ 10 years of industry imaging experience and service
- ◆ In house certified service technicians with access to 300 technicians in Canada

## Service Offerings

- ◆ Pay Per Page Service Level Agreements
- ◆ Comprehensive Service Level Agreements
- ◆ Time and Material
- ◆ Remote monitoring
- ◆ Depot & Advance Exchange Programs
- ◆ Multi Vendor Authorization for Warranty Services
- ◆ Preventative Maintenance programs

# Service Department

## Hardware Services

- ◆ New hardware sales and deployment
- ◆ Planned obsolesce
- ◆ Trade-in hardware offerings

## Call Center Services

- ◆ Toll free 888 number
- ◆ National coverage
- ◆ Technical support
- ◆ Hardware Support

## Professional Services

- ◆ Hardware Audits
- ◆ Document flow analysis
- ◆ Print management & Hardware optimization control



# Developing a Print Optimization Strategy

What to expect in the first 90 days

## DISCOVERY

Collaborate with  
Internal & External  
Resources

## ASSESSMENT

Total Cost of  
Ownership Business  
Processes

## STRATEGY

Workflow Optimization  
Balanced Deployment

## IMPLEMENTATION

Pilot Program  
Phase In

## Collaboration

### Internal Resources

- ❖ IT
- ❖ Finance
- ❖ Operations
- ❖ Department Managers

### External Resources

- ❖ Document Technology  
Consultant

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## Current Environment

Device Inventory

- ❖ Population
- ❖ Locations

Total Cost of Ownership

- ❖ Volumes
- ❖ Operating Cost

Business Processes

- ❖ Workflow Improvement
- ❖ Process Transformation

Procurement Methods

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## Collaborate To Create Balanced Deployment

Innovate Processes and Printing

- ❖ Device Convergence
- ❖ Middleware

Balance Cost and Productivity

- ❖ Facilitate Applications,
- ❖ End User Acceptance

Enterprise Strategy

- ❖ Desktop
- ❖ Workgroup
- ❖ Production

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## Evolution vs. Revolution

1. Pilot Program
2. Initial Phase Into Document-Intensive Workgroups
3. Phase In Throughout Enterprise