

BUILD CHOOSE MANAGE

Data
Collection
Service



Supply
Management
System



Supply
Routing
Label



Service
Monitoring
Service
Desk



Print Releaf



Cost-Per-Image
Service



Local
Device
Management



Device
Installation
Service



Device
Tracker



My Printer
Manager
MPS
Solutions Team



WHO REALLY HAS A SOLUTION? WE DO.

Our service options provide the fundamental building blocks for your program and are designed to be flexible and highly scalable. Choose just the services you need, or a comprehensive Cost-Per-Image service.

With mpsSELECT® you have an entire team dedicated to the success of your program.

mpsSELECT®
patented. predictable. proven.

DATA COLLECTION SERVICE

SERVICE OVERVIEW:

Print Doctor's mpsSELECT[®] Data Collection Service[®] (DCS) includes setup, installation support, and direct access to the leading data collection software solutions, as well as Print Doctor's exclusive web portal MyPrinterManager.com.

FEATURED BENEFITS:

- Flexible, simple access
- No fixed costs
- Free technical support and training

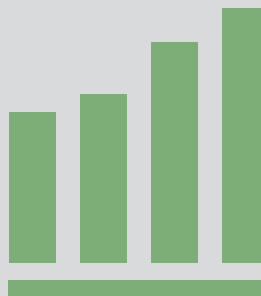
HAVE YOUR OWN DATA COLLECTION SERVICE?

Integrate with Print Doctor, Inc. to enhance your program. We can work with you to set-up bi-directional communication with your data collection service. Leverage our Supply Management System, Supply Routing Labels and other services to automate supplies fulfillment, as well as Service Monitoring, Service Desk, Hardware Installation, Local Device Management and Device Tracker. Contact a Solutions Advisor today to learn more.



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For more information, contact your Account Manager at (305)278-4141



SERVICE REQUIREMENTS:

Print Doctor's DCS includes ongoing support from our technical staff available to assist in DCS installations for your key customers to ensure a smooth process.

Cost Model:

Priced per **device** with a minimum fee; billed monthly.



SUPPLY MANAGEMENT SYSTEM

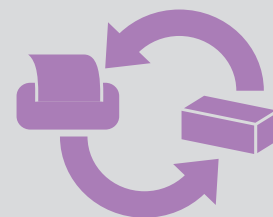
SERVICE OVERVIEW:

Print Doctor's exclusive mpsSELECT® Supply Management System automatically notifies you when a customer's device needs consumables replenishment and initiates the ordering and fulfillment process — through Distribution Management or other sources.

Our exclusive algorithm, 360° DATAbase, analyzes a set of variables to determine the days of consumables remaining — not general percentages of depletion which don't take into account usage patterns. And, since the device is essentially ordering its own consumables, your end-user gets the right supply item at the right time, every time.

FEATURED BENEFITS:

- **Absolute order accuracy.** Automatic ordering eliminates mistakes. Say goodbye to the expense of handling returns.
- **Supplies before they are needed.** The system virtually eliminates rush, overnight orders and the costly "emergency" stock you once needed to meet those urgent orders.
- **Higher profits.** Consumables make up 65% of your total MPS costs. Poor supply management can cost you most or all of your profit. We'll help you eliminate over-shipments, reduce "shrinkage" at the customer's site, and manage this important cost component much more effectively and efficiently.
- **Integration.** We're connected to many ERP platforms popular in our industry. Suggested orders are called directly into your back office for review and once approved the order transmits electronically. No manual orders.



SERVICE REQUIREMENTS:

mpsSELECT® Supply Management System requires a Data Collection Service® (DCS) to be installed in the customer's environment. If you have your own DCS server, we will need permissions set to remotely access the data to perform our analysis. Otherwise, we can provide DCS® to you for a small fee.

Please see our **mpsSELECT® Device-Data Collection Service** sheet for additional information.

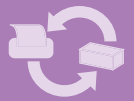
Cost Model:

Priced per **device** with a minimum fee; billed monthly.



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SUPPLY ROUTING LABEL

SERVICE OVERVIEW:

Print Doctor's **mpsSELECT® Supply Routing Label** contains detailed information to simplify supply routing within the end-user's environment. This label is placed on each supply item box on all automatically generated orders and is in addition to the shipping label and order pick ticket.

Each Supply Routing Label has the device location, serial #, manufacturer model #, asset ID # and user name as defined by you or your customer at the time of set-up to ensure direct delivery to the specific user or device inside the company.

FEATURED BENEFITS:

- **The right consumable, to the right device, every time.**

No more wondering which supply is for which device.

- **Tracking supplies per device.** There is complete accountability and tracking of supplies sent and used by a specific device.

- **Delivery to the right user and device.** Simplify distribution within a customer's environment, especially large environments.

(US PAT. NO. 9,573,807)



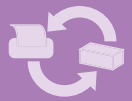
SERVICE REQUIREMENTS:

mpsSELECT® Supply Routing Label requires a Data Collection Service® (DCS) to be installed in the customer's environment. If you have your own DCS server, we will need permissions set to remotely access the data to perform our analysis. Otherwise, we can provide DCS services to you for a small fee.

Please see our **mpsSELECT® Device-Data Collection Service** information sheet. Supply Routing Label also requires the use of our **mpsSELECT® Supply Management System**. Please see the service description sheet for more information.

Cost Model:

Priced per **label** with a minimum fee; billed monthly.



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SERVICE MONITORING/DESK



SERVICE MONITORING OVERVIEW:

Print Doctor's mpsSELECT[®] Service Monitoring proactively notifies you when a device in your customer's environment needs service. Our unique algorithm, 360° DATAbase, analyzes a set of variables to determine which errors require immediate attention, which ones should be watched closely and which ones can be cleared by your customer.

FEATURED BENEFITS:

- **Know when a device truly needs attention** — often before your customer is even aware it's down.
- **Reduce your overhead.** No more sifting through email alerts trying to figure out which ones to worry about.
- **Summarized reporting.** We provide insightful reports monthly on your customers' printer fleets.



SERVICE DESK OVERVIEW:

Print Doctor's mpsSELECT[®] Service Desk allows your customers to place service calls through our Service Desk or initiate a service ticket via our exclusive web portal. We will conduct triage, and if the call still needs on-site attention, we can dispatch through our proprietary network or to your service organization directly for action.

FEATURED BENEFITS:

- **One toll-free number** provided on Asset ID Labels.
- **Triage steps to solve issues** and minimize down time.
- **Flexible set-up** for dispatch services.
- **Access to our proprietary network** of service providers.
- **Monthly reporting** on all service activities.
- **www.MyPrinterManager.com** for tracking services.



SERVICE REQUIREMENTS:

mpsSELECT[®] Service Monitoring and Service Desk require Data Collection Service[®] (DCS) to be installed in the customer's environment. If you have your own DCS server, we will need permissions set to remotely access the data to perform our analysis. Otherwise, we can provide a DCS to you for a small fee.

Please see our mpsSELECT[®] Device-Data Collection Service sheet for additional information.

Cost Model:

Priced per **device** with a minimum fee; billed monthly.



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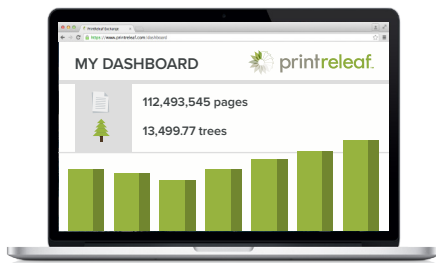


PrintReleaf

PROGRAM OVERVIEW:

Printdoctor's mpsSELECT[®] has partnered with **PrintReleaf™** to measure paper consumption through technology integrations with print monitoring software applications. PrintReleaf then uses the data to plant the equivalent number of trees through a network of certified reforestation projects located around the world. Once a tree is planted, PrintReleaf administers an 8-year audit process to track the progress and survivability of the trees.

PrintReleaf™ provides certificates and reports about the forests you have releafed over time.



FEATURED BENEFITS:

- **Environmental Reforestation** - Reforestation provides environmental and ecological reforestation where the planet needs it most.
- **Automation** - Completely automated, end-to-end integration from printer to seeding with no additional software to install.
- **Certification** - The PrintReleaf ecosystem is verified by a third-party certifying body, SGS International.
- **Recognition** - Through awareness, social marketing, and certifications, you can see and share the positive impact you have on forests around the world.



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SERVICE REQUIREMENTS:

PrintReleaf™ requires a Data Collection Service (DCS) to be installed in the customer's environment. If you have your own DCS server, we will need permissions set to remotely access the data to perform our analysis. Otherwise, we can provide DCS to you for a small fee.

Please see our **mpsSELECT[®] Data Collection Service** sheet for additional information.

Cost Model:

Priced per page printed, per device, per month.



COST PER IMAGE

SERVICE OVERVIEW:

Print Doctor's mpsSELECT® CPI Cost-Per-Image Service includes everything needed to bill clients by the image. This all-inclusive service includes supplies, both toner and non-toner, mpsSELECT® services and can be delivered with or without break/fix service and repair parts.

Our proprietary and patented offering allows you access without any start-up cost or time-consuming calculations to understand your cost-per-image. Distribution Management assumes the risk on coverage, premature cartridge removal, product failures, repair parts and service cost. You simply buy a wholesale image and apply your mark-up.

FEATURED BENEFITS:

- Predictable known cost-per-image
- Automatic shipments of supplies
- Supply shipment history tied to each individual device
- Automatic service intervention, as required
- Stable margins
- No slippage or coverage risk
- Eliminates extensive calculations to arrive at image cost
- Simplifies proposal development
- Access to service status and knowledge base via www.MyPrinterManager.com



SERVICE REQUIREMENTS:

mpsSELECT® CPI requires a Data Collection Service® (DCS) to be installed in the customer's environment and each device covered must be visible and capable of reporting in the software.

The cost of the data collection service, if on Distribution Management servers, is included in the CPI cost. If you have your own DCS, a web services connection can be set up to facilitate the CPI program.

Cost Model:

Priced per **model** with a minimum fee; billed monthly for actual pages in arrears.



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LOCAL DEVICE MANAGEMENT

SERVICE OVERVIEW:

Print Doctor's exclusive mpsSELECT® Local Device Management (LDM) Service offers a solution for managing local/non-networked devices, eliminating rogue orders and simplifying supplies fulfillment.

FEATURED BENEFITS:

- Order processing for non-networked devices within current managed environments.
- Service Desk/Break-fix options for non-networked devices within current managed environments.
- LDM 800# provided to support each device.
- Optional asset ID tag with LDM 800#.
- Visibility of orders shipped and Service Tickets on www.MyPrinterManager.com.
- Additional ordering options available via www.MyPrinterManager.com.
- Proactive review of recent orders or Service Tickets for specified device to avoid duplication.
- Predetermined decisions regarding brand/part # per device at contract implementation.



SERVICE REQUIREMENTS:

Regular DCS or manual DCS is required.

Cost Model:

Billed monthly per **device** with optional services of manual SMS and manual SD.



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DEVICE INSTALLATION SERVICE

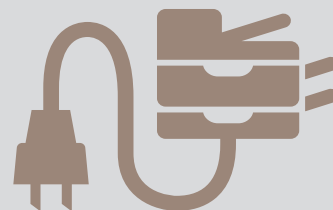
SERVICE OVERVIEW:

Print Doctor's National Printer Installation Service allows you to add a service component to your offering and bring more value to your customers without adding staff and overhead to manage the details.

Our Project Management Team will manage every aspect of the installation from the order request through to the satisfactory completion of the project. In addition, you'll be assigned a Certified Installation Coordinator who will be your primary point of contact to ensure the highest level of quality service for your customer(s).

FEATURED BENEFITS:

- Installation of desktop single-function and multi-function printers
- On-site and remote phone services
- Not limited to your local or regional area
- Project Management Team to handle details
- Certified Installation Coordinators



SERVICE REQUIREMENTS:

To be defined based on scope.

Cost Model:

On-site Standard Installation starting at \$149/device: Unpack and assemble equipment, install on work surface, connect power, load print drivers (up to 2 PCs), dispose of packing materials, print test page, verify satisfactory work with customer.

Remote Phone Installation starting at \$59/device: Instruct on proper print setup and installation of supplies, step-by-step guidance to connect printer and print test page, confirm printer is working properly.

Optional upgrade services available per request.



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DEVICE TRACKER

SERVICE OVERVIEW:

Print Doctor's exclusive mpsSELECT[®] Device Tracker proactively searches for new or stale devices on your customer's network and takes action to restore or initiate reporting. We take the administrative burden off you and your staff and minimize billing disruptions, manage the communication with your end-users and stabilize service levels.

FEATURED BENEFITS:

- **Communicate stale devices to your provided end-user contacts.** Twice weekly email and once weekly phone communication.
- **Communicate new devices to your provided end-user contacts.** Twice weekly email and once weekly phone communication.
- **Monthly reporting.** Detailed report of all activities performed.
- **Restore stale devices.** Phone support to assist your end-users in restoring stale devices.
- **Initiate reporting for new devices.** Phone or email support to assist your end-users in adding new devices to the program.
- **Portal training.** Train your end-users on the features and tools available on myprintermanager.com.



SERVICE REQUIREMENTS:

mpsSELECT[®] Device Tracker requires a Data Collection Service[®] to be installed in the customer's environment. If you have your own DCS server, we will need permissions to be set to remotely access the data. Otherwise, we can provide DCS[®] to you for a small fee.

Cost Model:

Priced per **device**, per month.



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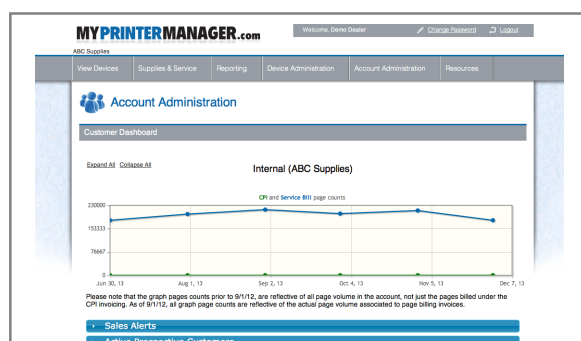
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MY PRINTER MANAGER

MYPRINTERMANAGER.com

Print Doctor's MYPRINTERMANAGER web portal allows you and your customer contacts manage all aspects of the print environment including device status, supplies status, shipment detail and much more. Additionally, there are numerous resources including training videos and other tools.

- Detailed account administration
- Simplified fleet mapping
- Streamlined contract implementation
- Device management and detail
- Review and initiate service tickets
- Generate reports
- Review supply status
- Track shipments



Login and manage every aspect of your MPS business.

From detailed reports to end-user training videos, you'll find all the necessary resources and tools to offer a successful MPS program to your customers.

MYPRINTERMANAGER is included for all customers utilizing Data Collection Service. For more information on this valuable tool, contact your Solutions Advisor.

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