

Service Matrix

	Supplies Only	Total Laser Care	Total Print Management
Perfect for:	Any business that wants to save money on their printer/ fax supplies.	Mid-Large size businesses who can benefit from free printer repairs and supply savings.	Large businesses with 25+ networked printers that need a strategy to control their printer fleet costs.
Agreement Term	N/A	Annual	Annual
Monthly Minimum	None	None	None
Monthly/ Annual Agreement Fees	N/A	No	No
How is it billed	As Ordered	By the Cartridge	By the page
What's included	N/A	On-Site Printer Service	Everything!
On-Site Printer Service	\$95 per hour	FREE!	Included
Includes Toner	N/A	N/A	Yes
Includes Maintenance Kits	N/A	No	Yes
Includes Repair Parts	N/A	No	Yes
Includes Replacement Device	N/A	No	Yes
Nationwide Printer Service	Available	Available	Available
On-Line Ordering	Available	Available	Available
On-Line Service Tracking	Available	Available	Available
Recycling Services	Available	Available	Available
Print Management Consulting	Available	Available	Included
Print Assessment	Available	Available	Included
Warranty Service	HP, Lexmark, Xerox, Brother, Dell		
Inventory Assistance	Available for customers with average supply purchases of \$500+ per month.		
Summarized Monthly Billing	Available for customers with average purchases of \$5,000+ per month.		
Other Products offered separately:	Printers Fax Machines MFP's Copiers Magnetic Media Specialty Papers Thermal Transfer Labels and Ribbons Computer Peripherals		

Print Assessment Overview

United Laser's remote monitoring system is comprised of powerful, yet easy-to-use software that is designed to monitor, report, and manage fleets of printers, copiers, fax machines, and multi-function peripherals. With a simple and secure download onto your network, our Data Collector Agent (DCA) will remotely collect and store all of your printing devices' diagnostic data, helping to provide you with a game plan on how your company can **TAKE CONTROL OF PRINTING.**

Key software features:

- 5-minute software installation
- Secure data transfers—HIPAA compliant
- Automated real-time snapshot of fleet including number of printers, types, meter reads, service alerts, general status of printers
- Automated supplies ordering
- Reports for usage, errors, toner levels, mono vs. color usage, device utilization

Benefits Include:

- Identification, tracking and controlling of output devices with a reporting system that will enable you to account for devices and internally recover related operating costs.
- Potentially bundling the supply and service costs into a cost per page program that will limit the financial impact on cash flow and allow you to pro-actively budget for all related operating expenses
- Identify areas where either costs can be reduced by either replacing or consolidating hardware (device utilization and optimization)
- Achieve major objective of reduced downtime, consistency in service, pricing and programs for acquiring, invoicing and supporting the document environment
- Reduced expenditures on printers, copiers, fax machines, scanners or unnecessary devices through better utilization of your current fleet of devices
- Streamline procurement process by eliminating the creation of purchase orders, cutting checks, and tracking inventory
- Improved employee productivity through the optimal placement of network printers
- Reduce waste by moving to a supplies on-demand model
- Increased return on assets by extending the useful life of printers with a proactive preventive maintenance program

