

**TOSHIBA**  
MANAGED SERVICES

The business of helping businesses.

# *Toshiba Managed Services*



# Reduce printing costs, go digital and go green

## Introduction

From paper to digital, Toshiba Managed Services (TMS) is in the business of optimising your business. We offer unique solutions designed to help you gain efficiencies, minimise waste, consolidate overheads, improve sales and meet other needs specific to your operation. Bring us your challenge and we will deliver a seamless, affordable, customised solution that helps your business move beyond good to unstoppable.

Save up to 40% on printing costs. Most companies aren't aware of the total cost of printing once everything is factored in. We can help you determine what you're currently spending, how you're spending it, and then help you print smarter, safer, leaner and greener—saving you up to 40% on printing costs. Our Managed Service specialists perform a complete assessment of your printing and copying usage in order to optimise your printer fleet. We identify which devices can be moved or eliminated altogether. We also provide a single, consolidated view of device and employee activity so you know what's happening and whether or not adjustments need to be made.

## Flexibility is the key

### Full Reporting

Want to know what's going on in your business? We have put together an outstanding report we call the Customer Account Review (CAR). This detailed statement will report on service levels, monthly volumes, environmental impact, appropriate usage and more!

### Client Services Manager (CSM)

Running a Managed Service should not impact on the day to day functioning of your organisation. Saving on print costs is just one area we can help you improve on. With every managed service account, we appoint a Client Services Manager to run the program. This will take away the need for your IT team to get involved in the day to day operation. Allow Toshiba Managed Services to take care of your service delivery.



## The industry experts.

Toshiba Managed Services specialists are trained to offer assistance in several key industries including:

### Education.

With tighter budgets and greater demands, educators must find ways to do more with less. Toshiba helps simplify internal processes, streamline financial aid, and enhance student services. Need help with moving to a digital record environment with cloud based access, we can help with that too.

### Logistics and Manufacturing.

In this economy, the logistics and manufacturing process needs to be faster and more efficient whilst meeting strict safety standards. Toshiba helps you speed up production, enhance customer service, improve quality control, safety and compliance. We can incorporate barcode printers and logistical technology solutions in our end to end offering.

### Healthcare Services.

Improving patient care whilst cutting costs is difficult, but not impossible, especially with help from Toshiba. Simplify revenue cycle management, streamline health information management and eliminate much of the cumbersome paperwork.

### Corporate.

If you want to compete more effectively in today's market, take advantage of Toshiba's corporate solutions. Speed up processing, safeguard privacy, manage massive amounts of documentation, and update information more efficiently. Need to lock down sensitive information in your organisation and create digital workflows, we can help with that too.

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# A total solution for all your printing needs

## Overview

Toshiba Managed Services (TMS) encompasses a purpose built, fleet optimisation program created by Toshiba to help uncover the hidden costs associated with all of your output devices — copiers, printers, scanners, and faxes — and to discover cost-saving opportunities throughout your entire organisation.

Since its launch, we've completed many print assessments and have saved companies just like yours as much as 40%. Year after year, we continue to consolidate, simplify, and optimise print environments nationwide.

## Here's How It Works

Our Managed Services analysts complete a detailed, physical walkthrough of your office and compile an inventory of your entire fleet of document imaging equipment. Every device in every location. Using the online analytical engine, they discern usage patterns throughout the document lifecycle — from document creation, moving through storage, retrieval, distribution, and disposal. All service, support, and vendor programs are measured against usage patterns to identify cost saving areas.

### Consolidation

TMS streamlines your entire printing operation, consolidating it to just a single, trusted provider, eliminating wastes of time and money. Toshiba recognises that most clients use devices from a variety of different brands, and rely on several different sources to service and supply their printer fleet and their software. That's why we have relationships with Lexmark, so when you work with TMS, you get a single vendor that will handle all of your requirements, including maintenance. What used to be multiple statements are consolidated into a single invoice each month, saving your organisation processing costs and valuable time.

### Optimisation

An assessment of your printing fleet provided by a TMS analyst can discover and eliminate hidden costs and unnecessary devices, then reposition, restructure, and optimise them for added savings. Your devices are continually audited for efficiency and recommendations are made in areas such as printer placement, over and under-utilisation, energy consumption, and advances in technology.

### Automation

TMS uses software to remotely gather data from all of your devices, providing automated monitoring and management of your printing operation for optimal use. When your machines and their supplies are automatically monitored by Toshiba Print Manager Suite, you can extend the life of your printing fleet while experiencing less downtime and improving workflow. Proactive service and maintenance will allow your employees and IT department to use their time more productively on critical functions, since they're no longer burdened with ordering consumables or replacing parts. Toshiba Managed Services is the total package, covering all of your printing needs. Proactive service, control over supplies inventory, remote monitoring, management reports, and a single invoice from one vendor, all combine to add up to huge savings of time and money. Your employees can focus on the jobs they were hired to do, rather than wasting time managing your printer fleet.

As an industry, we're seeing more businesses successfully cut overhead costs and benefit from Toshiba Managed Services. Initiating an TMS program is a sure fire way to see immediate and long-term cost savings.



Reporting on service levels, monthly volumes, environmental impact and appropriate usage.

# Success is in our DNA

## A Proven Partner

Toshiba (Australia) Pty Limited is a wholly owned subsidiary of Toshiba Corporation, has been a managed document services provider for nearly a decade. Toshiba has over 199,000 employees globally and achieves \$77 billion in annual sales. Spending over \$4 billion a year on research and development, Toshiba is consistently recognised for its innovation and leadership with awards from BLI, CIO, Business Technology Association, Marketing Research Consultants, Industry Analysts and more. Our strength can be your advantage.

## The right business solution. The right financial partner.

When you do business with Toshiba, you're partnering with one of the leading document management companies. Ranked by Fortune Magazine as the eighth Most Admired Electronics Company in the World, Toshiba has the strength and resources to bring cutting-edge products and services to our valued customers. Through Toshiba Managed Services we offer a wide range of financial service options to help you obtain and maintain the solutions that make your organisations run at peak performance.

## Put Toshiba to work for you.

Our business is you. Whether it's printing and device management, document capture and workflow, device and document security, our Solutions Specialists are standing ready to provide you with solutions to increase your productivity, workflow and competitive edge.



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