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SCR has an industry leading remote print management system designed to continuously monitor printers, copiers, fax machines and multifunction devices on your network. This unique program maximizes the performance of printer fleets with focused management, proactive service, and the opportunity to control costs. SCR's Print Management is a better way for businesses to deliver printed documents to customers, suppliers and employees.

Overview of the program:

- Automated meter reads and service alerts
- Device support from all leading vendors
- Access to current, comprehensive data
- Trending reports for usage, errors, and more
- 5 minute software installation
- No hardware to install
- Secure data transfers, HIPAA compliant
- Standard yield, high quality cartridges
- National service network

Benefits include:

- Asset Management and Consulting
- Proactive Supplies Ordering
- Monthly reports
- Monitoring
- Free service labor
- High quality cartridges
- Reduced direct costs of service calls
- Reduced administrative cost of service requests
- Reduced technician hours by first call resolution
- Automated meter reads and service alerts
- One complete print management solution

Data Collection Agent (DCA)

Questions and Answers

- ***"There is no way you are installing something on my network!" -Every IT Manager in the World***

SCR's software is secure and offers no threat to network security. SCR's software operates through outbound communication only, and communicates to the printing devices through SNMP (Simple Network Management Protocol). Collected data is sent through HTTPS (the same security levels as internet banking) and is 128-bit encrypted using SSL (secure socket layer) protocol.

It is also important to point out that SCR's software only collects information on network attached printing devices. It cannot track information on user behavior (i.e. Jane, in accounting, printed 12 financial spreadsheets on June 27th @ 2:00pm). SCR's software offers specific documentation in regards to network security and specific documents to support compliancy acts such as HIPAA (Health Insurance Portability and Accountability Act).

- ***"What about heavy network traffic when collecting and sending data to your database?"***

Network traffic with SCR's software is very minimal. When the data is collected from the printing devices, it is sent in .CSV format, averaging 1.5KB to 3 KB in size. Each subnet scanned results in network traffic approximately equal to viewing a single web page

The SCR's data collection agent has the ability to "smart scan" and only look at IP addresses for previously discovered printing devices. A full network scan can be programmed to occur on a weekend or late in the evening, in the event that the network traffic is a concern at the client site.

- ***"The last thing our IT team needs is more work with managing or administering network-attached software systems!"***

SCR's software actually eliminates the amount of work for the IT staff by managing and supporting their printers and copiers. The software will reduce the amount of help desk calls they receive on printing devices as well as all device management requirements. SCR will manage all. This frees up their time and resources to focus on other important IT projects.

- ***"What about liability? Who is responsible for the software in the event of an issue and how am I protected?"***

The SCR's EULA (End User License Agreement) protects you and your customer in the unlikely event that an issue arises at the network level as a result of the Optimizer software.

- ***" Can you track information on our local printing devices?"***

Yes. Local Beacon, a software agent that can allow locally connected printing devices to be tracked within SCR's software, is installed at each workstation that carries a local device. This device allows for the tracking of page counts and visibility of the device. It does not provide the same level of detail as a networked printing device, but the idea is to track the usage of the local printer and migrate this print activity to a network device that provides a greater level of detail. The Local Beacon is a locally installed program on the PC attached directly to the printer that runs as a Windows service.

- ***"What are the system requirements to support and install a DCA (data collection agent)?"***

The SCR's Data Collector Agent (DCA) is a software application that collects printer and copier metrics from a client's network, The DCA is installed on a networked computer running Windows 2000/XP or higher. It does not require a dedicated computer. The DCA runs as a Windows service, allowing it to operate 24/7.

IT benefits:

- No hardware to install
- Secure network software
- Standard network protocols used (SNMP, ICMP, PJP, HTTPS, HTTP)
- Communicates with the internal network only
- You can identify all of their printing devices and print activity in minutes

What Are You Waiting For?

Let SCR's Print Management Solution show you the way to reduce printing costs and increase printing efficiencies.

Let's Plan an Assessment of your Printer Fleet Today!

Managed Print Programs Reduce Printing Cost While Increasing Printing Efficiency

- Single point of contact centralizes all printer related supplies, parts, service, hardware, and software
- All supplies, parts, and service delivered to you onsite
- Gain access to a nationwide network of certified service technicians
- Service is backed by a highly responsive technical support team that can diagnose most printing problems
- Same-day service available in most metropolitan areas
- Data collection, management, and reporting available through powerful, yet easy-to-use applications
- Printer alerts can be automated or submitted online 24/7

What is Print Management?

Print management is a program that addresses your need to gain control of your print environment. Our unique end-to-end managed print programs handle all aspects of the printer lifecycle, including hardware, supplies, service, parts, and software.

Why Print Management?

Most companies do not know what they spend on their printing environment. Print Management helps you understand and control what you spend by centralizing printer related activity and optimizing your printer fleet.

When printers are down . . .

- Employee productivity is down
- Information is not in the right place at the right time
- Resources are spent on printer support, not growing your business

Rogue spending on printers affects budgets by using valuable resources to . .

- Manage multiple vendors
- Purchase multiple products
- Manage service delivery
- Utilize Help Desk support

- Utilize IT support

We centralize all the various pieces of a managed print program including hardware, parts, service, supplies, and software. We match your business process to the ultimate managed print solution, resulting in efficiency and cost savings. The SCR program focuses on making all of your data available and fulfilling your specific requirements.

Managed Print Programs

Parts Fulfillment - Supplies Fulfillment - Powerful and intuitive applications
Management Portal - Meter Verification - Analytics \ Reporting -Billing - Request Service -Manage
Tickets - Manage Locations - Manage Assets - Basic Data Export - Service Technician Dispatch -
Hardware Sourcing, Specifications, and Optimization - Meter Collection - Automated Service
Alerts - Automated Supplies Ordering - Asset Detection