



Managed
Document
Services

Managed Document Services

Optimize and manage your company's document output via greater efficiency, lowered energy consumption and reduced operating costs.

What is Toshiba Managed Document Services?

Toshiba Managed Document Services (MDS) is more than the basic printing and imaging needs of an office such as equipment, supplies or management of the print fleet. Toshiba MDS adopts a dedicated, long-term approach to streamlining the entire document process. This includes data capturing, document archiving, document workflow, data security and environmental management.

You can rely on Toshiba MDS for devices that print, copy, scan, fax and the maintenance of printers as well as management of consumables. The full operating costs incurred in printing and document infrastructure will also be tracked across the organization.

With this enhancement, you will enjoy dedicated pro-active account management, output management solutions, enhanced security, consolidated billing services, green-office advice and the convenience of a single point of contact.

The True Cost of Printing

Documents are the "lifeblood of business". However, complex control of output and poor management of your print facilities may result in hidden costs.

1. Bad management of fleet

- Failure to optimize output or control volumes
- Lack of in-house expertise to remedy problems

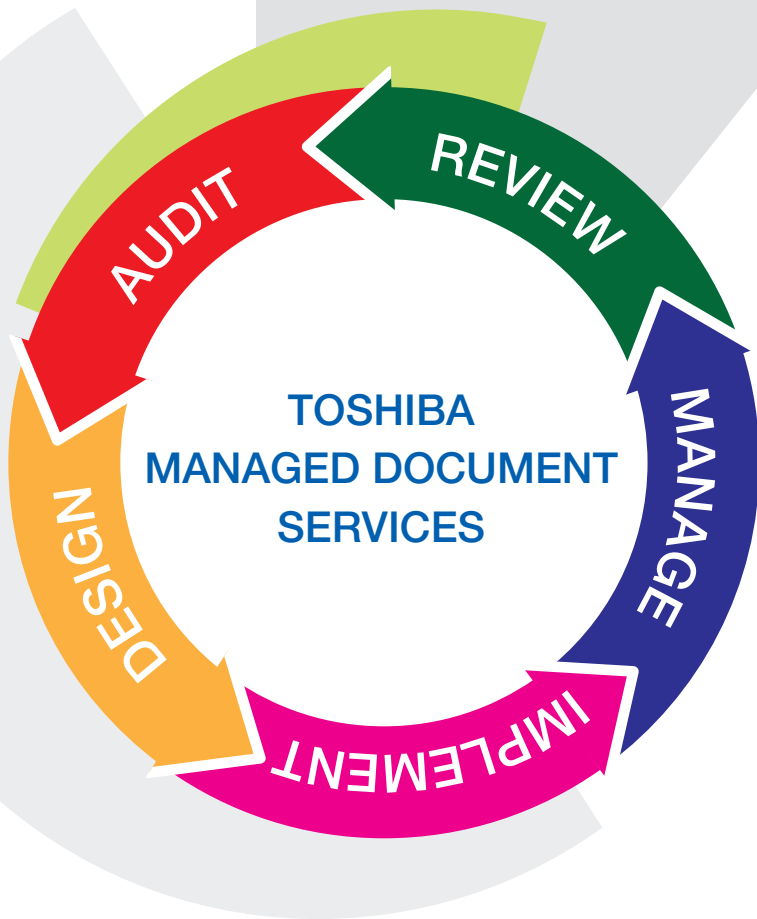
2. Inefficient print infrastructure

- Printers not promptly replaced resulting in higher Total Cost of Ownership (TCO)
- Colour and laser printers not used in their correct modes

3. Unmanaged printing

- Inefficient work process (single-side vs. duplex printing)
- Overcrowding of consumables resulting from use of multiple brands
- Printer not certified energy efficient
- Higher IT operation cost from managing numerous fleets





How Toshiba can help you

Toshiba Managed Document Services handle office printing strategically by increasing sustainability, efficiency and cost-saving. By optimizing your fleet of printers and better management of the print and document environment, you can concentrate on your core business and benefit from green practices.

1. Audit
2. Design
3. Implement
4. Manage
5. Review

"Producing ordinary everyday office documents can take up as much as 5% of a company's operating costs."



The Toshiba

5 simple steps to streamline your c

1. Audit

Toshiba Audit is the first step to a thorough assessment of your print fleet. Here, you will understand the Total Cost of Ownership (TCO) of the print and document environment. We will also provide you with an implementation policy for long-term cost reductions and a return on investment.

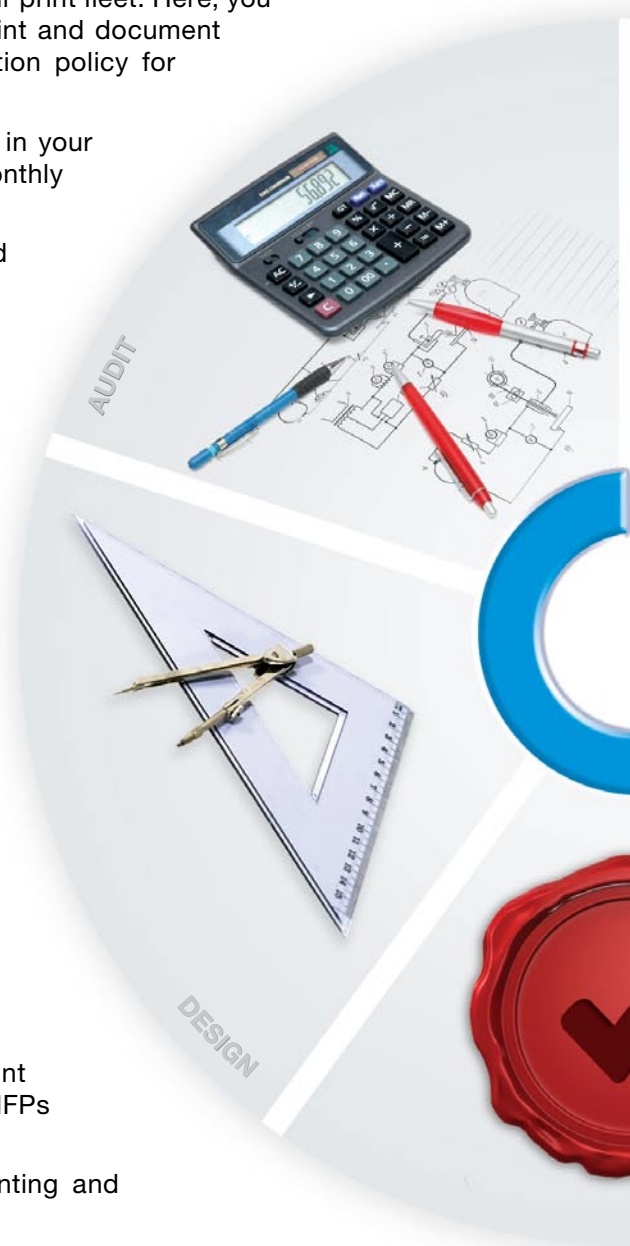
- **Basic assessment** examines the total number of devices in your organization, cost of supplies and an estimation of the total monthly volume of pages produced and the cost per page
- **Intermediate assessment** covers the Basic assessment and gives a view of the current costs including meter readings, utilization rates for consumables and status of each device
- **Detailed assessment** includes the Basic and Intermediate assessment. It also highlights weak spots such as overloaded or underused systems, malfunction tendencies and usage rate of consumables

2. Design

At this stage of the process, Toshiba MDS will design a solution to help you reduce costs, streamline operation, maximize control, secure documents and conserve resources. It incorporates the most appropriate hardware, software and services to deliver measurable, long-term benefits.

In the design phase, Toshiba MDS can:

- **Optimize** print management via a wide range of multifunction printers (MFPs) equipped with e-STUDIO software
- **Manage** consumables and maintenance matters. Our aim is to cut down on excess costs by consolidating the print fleet over an agreed time frame
- **Reduce** environmental impact through a sustainable print infrastructure based on the Toshiba ENERGY STAR rated MFPs and optimized utilization
- **Develop** environmental print policies such as duplex printing and secure print that help to save paper and energy



MDS process

office's print & document environment

5. Review

This phase ensures that the services introduced from implementation to management are optimized to meet SLAs.

- **Constant reviewing** and improvement for lasting efficiency, productivity and cost-saving
- **Regular analysis and fine-tuning** of the print and document environment ensures your organization's needs are met whenever the business changes

4. Manage Service & Support

Toshiba provides continuous management support after the implementation phase by ensuring the proper maintenance of your fleet resources according to the Service Level Agreement (SLA) and Key Performance Indicators (KPI)

- **Remote monitoring** reduces your TCO by automating meter reading and ordering of consumables. Your print devices will also be monitored round the clock to resolve potential issues
- **Consolidated billing** service for devices, multiple brands, consumables and rental cost. You can tailor this service to suit specific requirements

3. Implementation

With the new hardware, software and development services already installed, you will enjoy a seamless transition and minimal disruption to business.

- **Facilitating a smooth adaptation** to the new environment for employees
- **Training to retain knowledge** in a new workflow system and new device usage
- **Management of the output environment** for lower energy consumption and improved green practices
- **Project management** for continuous improvement and adherence to service standards



"MDS offers an immediate way of reducing capital investments and cutting operation costs while reducing the complexity of the print environment and improving the business process."

Benefits you can get

Toshiba is committed to bringing you innovative, real-world solutions to cut costs, streamline and secure document workflow, and reduce environmental impact.

1 Cost Cutting and Control

- Achieve greater control over print output and costs by tailoring our service to company's needs
- Receive detailed and accurate reports on your organization's printing costs
- See all costs incurred for procurement, usage and disposal of supplies
- Free up IT resources while we manage your fleet and documents

2 Efficiency and Sustainability

- Attain better control and correct use of supplies such as toners and paper
- Employees can learn how to optimize use of equipment and retain this knowledge via a single provider
- Increase print fleet in line with business change
- Organization can switch to a more environmental friendly print technology

3 Risk Reduction

- Downtime risks are reduced to ensure business productivity
- Reliable and predictable cost-per-print instead of having to spend more by procuring equipment or consumables individually
- Enhanced security measures (only authorized documents may be printed)

4 User Satisfaction

- Employees will be trained to use products and services efficiently
- Your organization can upgrade products or benefit from the latest technological enhancements
- Better quality of services via customization and a single point of contact
- Shorter communication chain for speedy resolution of problems and quicker response





Eco-innovation & Security

Preserving the environment and securing valuable data are two of the most valid concerns of today's business world. Toshiba has systems in place to address these concerns.

1. Go Green With Us

We analyze your current eco-footprint and suggest ways to improve it with the Toshiba Audit Green Report. This report provides measurements of your office's environmental footprint such as paper consumption, energy usage, carbon emissions and economic costs. Toshiba devices come with these energy-saving features:

- *Toner Save Mode*
- *Blank Page Elimination*
- *Default Duplex Printing*
- *Restriction of Color Printing*
- *Super Sleep Mode*

2. Our Security Expertise

Toshiba is well-equipped with a wide array of countermeasures against security threats. To ensure their effectiveness, we employ these measures as part of an elaborate security policy. Using only innovative security technologies and expert personnel, we analyze possible security risks and provide you with a detailed plan and help you to implement it.



Why choose Toshiba MDS

We constantly engage with you to:

- Better understand your business
- Demonstrate the values of MDS
- Assist in change management
- Provide flexible solutions

We have global reach with:

- IT professionals around the world
- Worldwide authorized partners to offer your business a comprehensive range of resources



The demands of an office print environment are ever increasing. With this bearing a heavy weight on an organization's balance sheet, Toshiba offers an innovative approach to regain control over costs and to tackle issues in a rapidly-evolving information age. Our devices also promote clear environmental benefits via reduced paper and energy usage. Your overall business performance will be improved via Toshiba MDS and its suite of features.



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Authorized MDS Partner