

- > Reduce Costs
- > Maximize Control
- > Streamline Operations
- > Secure Devices
- > Conserve Resources

 **ENCOMPASS**  
Managed Print Services



# Managing to do more with less.

At a time when more and more companies are looking for ways to reduce costs and increase efficiency, Toshiba offers a proven solution that's been helping companies like yours for years—Encompass Managed Print Services (MPS). By optimizing your fleet of printers and managing your print environment, we'll help you reach your financial goals while allowing you to focus on day-to-day operations.

## The Managed Print Experts

At Toshiba, we've moved far beyond the box. Our people bring innovative, real-world solutions to help you cut costs, streamline operations, control your output environment, secure your documents, and reduce your environmental footprint. If there's one thing every business and our planet can use right now, it's managing to do more with less.

## Experience counts

Toshiba's Managed Print Experts are highly experienced in implementing a time tested and finely tuned process of optimizing print environments for businesses to provide maximum productivity and efficiency.

- 2003 – 1st MPS strategy launched and 1st enterprise customers
- 2004 – 1st MPS global customers
- 2005 – Encompass Document Analysis Program awarded CIO Enterprise Value Award

***Our award winning Encompass program saves businesses an average of 30-40%, with the most substantial savings as high as 60%.***



**CIO Enterprise Value Award**  
WINNER

Our Encompass Document Analysis Program received the CIO Enterprise Value Award. Judging is based on business value criteria such as the strategic, customer, social, and financial impact as well as technical excellence.



## Six Sigma process

The Encompass Program uses the proven business management strategy of Six Sigma combined with our extensive knowledge of print management. We begin with an Encompass Document Analysis of a company's document output fleet and identify any inefficiencies. These inefficiencies may include redundant, underutilized, and outdated equipment, high cost local devices as well as hidden costs of storerooms overflowing with mismatched and outdated printer supplies.

Our Six Sigma DMAIC process includes:

- **DEFINE** the objectives, constraints, timeframes & participants
- **MEASURE** the assets, usage, workflow & cost drivers
- **ANALYZE** data to create detailed cost profiles for every product & process
- **IMPROVE** the current environment with an effective solution
- **CONTROL** through ongoing benchmarking, cost improvements, etc.



***Allow our expert analysts to identify inefficiencies and develop a custom plan for your business.***





# Putting our award-winning program into action.

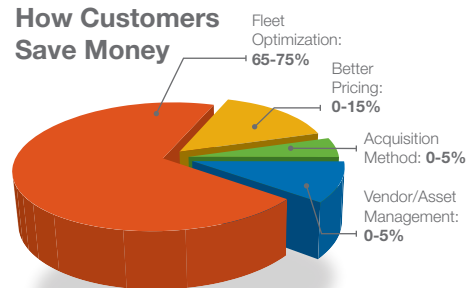
As part of your Encompass Document Analysis, our trained professionals will provide an onsite walk-through of your offices and a complete inventory of your fleet of document equipment. We help you consolidate your print volume to more efficient multifunction devices and to your existing efficient network laser printers. This optimization can reduce costs, streamline operations, maximize control, secure your documents, and conserve resources.

## Reduce costs

We calculate precisely how much waste occurs within your company and/or individual departments. Our experts determine the cost savings you can expect, including hard savings through the reduction of hardware costs as well as soft savings through improved efficiency.

Businesses that have already taken advantage of our Managed Print Services have realized an average savings of between 30% and 40%, with the most substantial savings as high as 60%. Areas of cost savings include fleet optimization, acquisition method and vendor/asset management.

## How Customers Save Money



***Free up your IT resources by letting us manage and optimize your print output fleet.***

- Reduce number and types of devices
- Optimize printing
- Online supplies ordering
- Online service requests
- Interface with one vendor



## Streamline operations

Many organizations utilize their IT personnel to manage the printer fleet. Such operations require multiple resources to provide dispatch of service calls, technical support, troubleshooting, supplies, and repairs, not to mention the installation, configuration, and relocation of devices. Our Managed Print Services conveniently provide you with a single source for service, supplies, and billing, thus freeing up your IT resources.

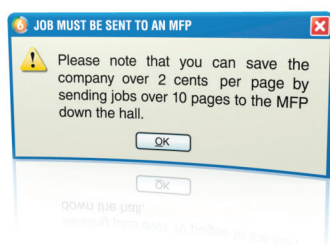
### Toshiba's Managed Print Services include:

- PageSmart, the comprehensive pricing program that includes:
  - Encompass and Encompass Impressions toner, as well as other manufacturers
  - Fleet monitoring
  - Device level monitoring (usage, consumables status, automated supplies replenishment)
- National service for Toshiba and non-Toshiba devices
  - Help desk and technical support
  - Onsite repairs
  - Online portal for efficient ordering of supplies

***Our Global Services Portal is a secure, easy-to-use, online site that enables you to access your account information 24/7.***

## Maximize control

One of the best ways to control printing costs is to control the use of print devices. We offer rules-based network printing so you can control the use of print devices. You can predetermine printing parameters including size, volume, mandatory duplex printing, black and white vs. color, and the ability to redirect jobs to lower-cost devices. You can notify users of job costs and environmental impact before they print in order to increase awareness of printing costs and to decrease waste. You can also implement rules to increase document security and meet regulatory requirements by preventing confidential documents from being printed or informing you who printed them and when.



Another way you can control and monitor your print environment is through our Global Services Portal (GSP). GSP is an easy-to-use online procurement and support site for your business. It enables you to access your account information 24 hours a day, seven days a week. The website is secure, convenient and easy to navigate, in order to allow you to streamline asset management, review usage, procure supplies and request services.

- Equipment ordering
- Supplies requisition
- Fleet management
- Usage monitoring
- Reports on devices including:
  - Population
  - Usage
  - Total cost
  - Service history
- Reports categorized by:
  - Fleet
  - Product type
  - Brand
  - Location
  - Individual device

# Eco-innovation and data security.

Two of the most common concerns of today's businesses are preserving the environment and securing valuable data. At Toshiba, they've been top priority for years. We have systems in place to help businesses meet company requirements as well as government regulations.

## Reducing your impact on the environment

Toshiba will analyze your current eco footprint and find ways to measurably improve it in the future with our Encompass Green Report. This report provides clear, accurate measurements of your office printing environmental footprint in terms of paper consumption, electrical consumption and CO<sub>2</sub> emissions, natural resource and solid waste impact as well as environmental and economic costs.



The report also provides clear metrics of how optimization of your document output fleet will impact the environment.

Benefits of optimization include the reduction of electrical consumption by anywhere from 300 to 1,500 kWh per year. Eliminating single-user devices can positively impact the environment by reducing supply usage, energy consumption and waste to landfill. For instance, 60,000 pages printed on the e-STUDIO655 uses 1 toner bottle while the same number of pages produced with desktop printers uses 30 toner cartridges.

Toshiba devices incorporate energy saving features such as:

- TonerSave Mode
- Blank Page Elimination
- Letterhead Print Mode
- Default Duplex Printing
- Restriction of Color Printing
- Super Sleep Mode

We also offer programs to reduce your environmental impact such as consumables recycling programs (Zero Waste to Landfill) and equipment disposal services.

***Our Encompass Green Report will provide clear metrics on how the optimization of your print fleet will reduce your electrical consumption and environmental footprint.***

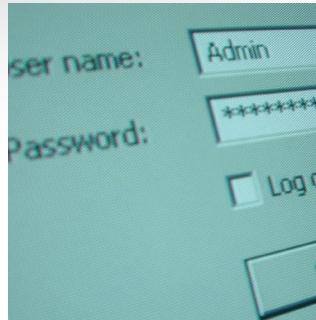






- > Secures Print Output
- > Protects Data
- > Creates Secure PDF
- > Controls Access

***With our Secure MFP Vulnerability Assessment, we'll help you achieve a uniform level of security across your devices and network.***



***Control access to your MFP with Network Authentication.***

## The security of Toshiba

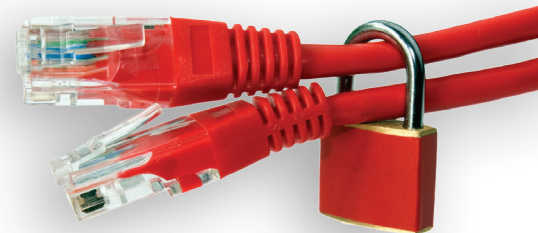
Toshiba utilizes innovative security technologies and expert personnel who are trained and certified as part of our Encompass Security Vulnerability Assessment Program. Our Professional Services Consultants are experienced in analyzing and assessing device, fleet and enterprise document security. Multiple points of vulnerability are assessed including devices not manufactured by Toshiba. After analyzing possible security risks, our experts provide you with a detailed security plan and help you implement it.

Our Encompass Security Assessment includes four areas of focus:

- Device security
- Access security
- Document security
- Device end of life security

One of our Professional Services Consultants can develop a security plan specifically designed for your company as well as your budget.

Contact your local Toshiba dealer to gain control of your document output fleet today!



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**Corporate Office**

9740 Irvine Blvd., Irvine, CA 92618-1631

Tel: 949-462-6000

**East Coast**

959 Route 46 East, 5th Floor, Parsippany, NJ 07054

Tel: 973-316-2700

**Midwest**

8770 W. Bryn Mawr Ave., Suite 700, Chicago, IL 60631

Tel: 773-380-6000

**South**

2037 Bakers Mill Rd., Dacula, GA 30019

Tel: 678-546-9385

**West Coast**

9740 Irvine Blvd., Irvine, CA 92618

Tel: 949-462-6000

**Web Site**[www.business.toshiba.com](http://www.business.toshiba.com)