

Laser Cartridges

Traditional Management:

The monthly purchase of cartridges contains many variables which can increase the page saturation and affect the page yield per cartridge. Cartridges can be "short filled" from time to time in a manufacturing facility, thus reducing the page yield. The number of cartridges used in an environment will fluctuate up and down and can be very difficult to predict from an expense standpoint.

Cost Management Solution:

Under a Cost Management program, the quality of the cartridge becomes more relevant to the supplier. The Fewer the failures and the greater the yield per cartridge means less cost for the supplier. The benefit for the client is that the monthly expenses become consistent and predictable.

Service

Traditional Management:

Preventative maintenance (PM) is a great way to reduce the expense of costly repairs on a laser printer. The frequency and thoroughness of a preventative maintenance call is subjective. A company that makes its living from repairing broken printers may not be as thorough as they could be on a PM service call. Industry standards suggest that four PMs per year will adequately prevent unnecessary repair work if performed properly.

Cost Management Solution:

Preventative Maintenance becomes a priority under a Cost Management relationship. Expensive repair work is something that Tek-NiqueInk will want to avoid. When a printer breaks, the burden of repair is no longer an expense to the client.

Know exactly what level of service is being provided.

Repairs

Traditional Management:

Each printer has components that wear out. Fuser assemblies, gears and power supplies are just a few of the parts that will fail and need replacement at some point in your printer's life. Service time can vary in price and in necessary time spent on a repair. Some service calls may be billed even when no problem is found. Repair work is a very uncomfortable gray area that can potentially cost the user more than is necessary.

Cost Management Solution:

Sending expensive technicians out to repair a machine can be costly. A Cost Management program ensures the problem will always be solved the first time. The Miracom monitoring system provides technicians the information they need to bring with them any parts necessary to correct the situation. This means less downtime and pertinent repairs.

Delivery

Traditional Management:

The cost for each cartridge brought to a printer site is charged to the user. This Cost can be broken out or added to the price per cartridge.

Cost Management Solution:

Under a Cost Management program, delivery costs are eliminated from your bill. The burden of the expense is absorbed by and reduced through the diligence of the service provider. The motivation again is shifted to the vendor to perform efficiently.

Know exactly what level of service is being provided.

Transaction Costs

Traditional Management:

Each time a cartridge is requested, a service call or a repair order is needed and a series of events take place:

- The user requisitions from purchasing
- Purchasing writes up an order
- The order is approved by management
- The order is sent off to the vendor
- The vendor sends a bill to accounting
- Accounting verifies the bill
- The user or purchaser signs off on the bill
- A check is written
- Checks are signed
- Checks are mailed.

Every time a call is necessary, these events take place. That takes time from clerical to management from computer to paper as well as numerous hours of equipment downtime.

Cost Management Solution:

One statement by cost center is all you receive. This virtually eliminates your transaction costs. In addition, eliminating the red tape in the ordering process reduces your downtime.

Down time

Traditional Management:

Depending on the employee, this cost can be either expensive or really expensive. Consider a clerical position where the salary is typically between nine to twelve dollars per hour. If every time a printer fails it takes four hours to call someone and get the machine repaired, you can expect \$40.00 or more in expense just for the down time. Multiply that number by the number of machines in the office and then figure the average number of service repairs is twice a year per machine.

Cost Management Solution:

The appliance notifies Tek-NiqueInk when the toner is low or repair work is necessary. The user does not have to call. This means response time before down time. The user will not even know a problem ever existed.

Know exactly what level of service is being provided.

Inventory

Traditional Management:

A typical user will keep at least one back-up cartridge in case theirs runs out. Carrying the extra supplies is an unfortunate use of company money. Ideally, the company would not spend money on supply stock, but instead use that money for investment in their core business.

Cost Management Solution:

The cost of the back-up cartridges is gone. No money out and no down time.

Know exactly what level of service is being provided.