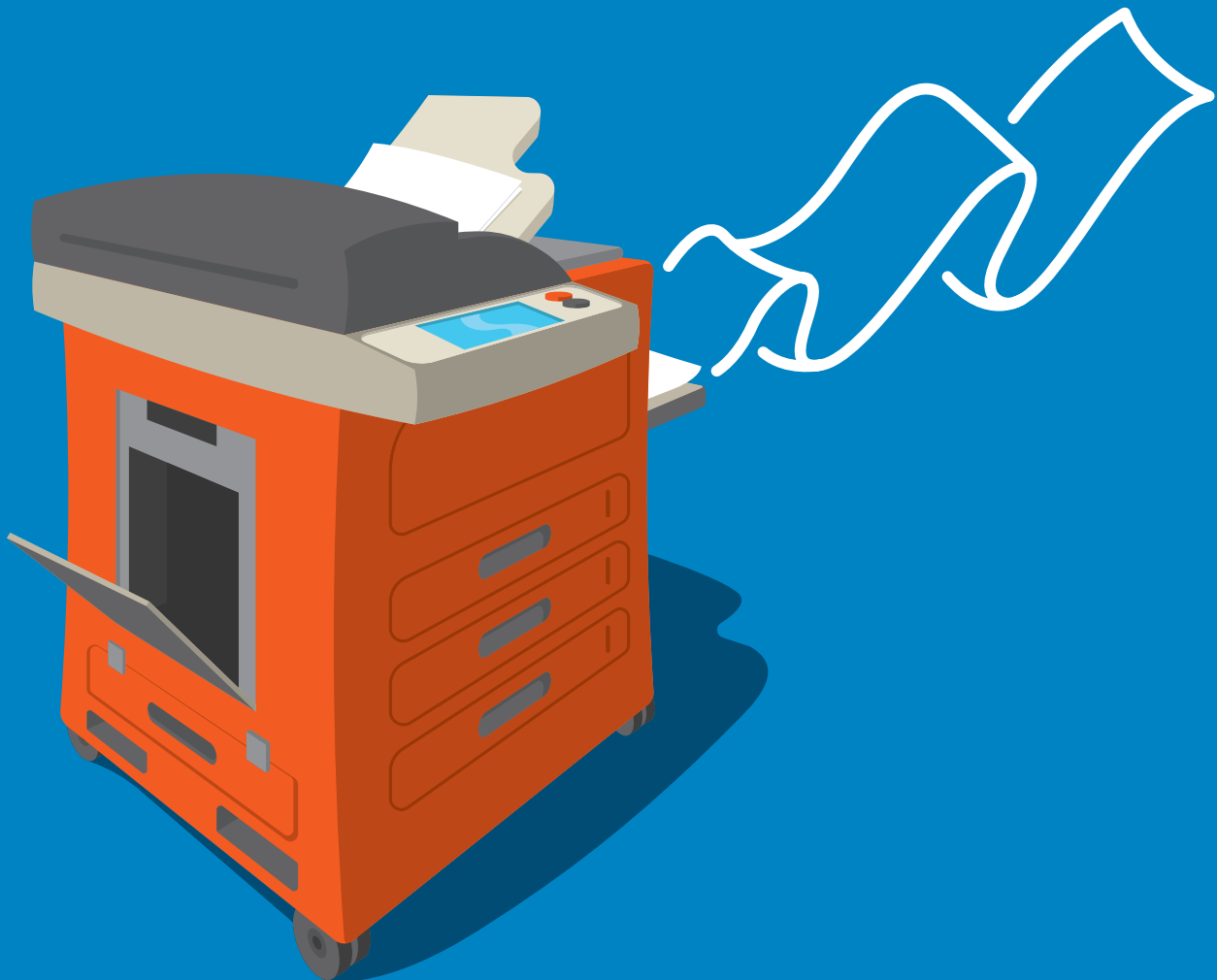


Telkom

Managed Print Services

Hassle-free printers working smarter and harder for you.

Tomorrow starts today



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Introducing Managed Print Services From Telkom

Love them or loathe them, in a highly digitalised world, printers are still a necessity in most organisations. The Managed Print Services definition is broad, but the end result is simple: gaining visibility and control of your printing, which helps you save money and boost productivity. Managed print also helps you improve environmental sustainability and document security. By “printing,” we mean the total cost of managing and optimising your printers, their output, and the people and processes that support these devices.

Benefits Of Using Telkom’s Managed Print Services

Telkom’s brand-agnostic MPS allows you to:

- 1** Effect long-term savings very quickly.
- 2** Manage spend with a cost-per-page commercial model.
- 3** Proactively manage and optimise your print environment: preventing downtime, ensuring supplies are replaced timeously, and making sure you aren’t over- or underservicing your business.
- 4** Reduce overall print volumes by changing your users’ print behaviour resulting in cost savings.
- 5** Streamline your commercial agreements to a single supplier.
- 6** Simplify your operations to a single printer interface.
- 7** Optimise document workflows.
- 8** Improve end-point print security.
- 9** Better enable your mobile workers with easy and secure print access on the go.
- 10** Increase the sustainability of your print environment.

And, you can do all this without pulling your staff off other important priorities, or needing to upskill them to effectively manage your print environment.

Why Use Telkom's Managed Print Services Solution?

Telkom's MPS goes beyond simply managing your printers. Since we have the capability to deliver managed services across the ICT spectrum, we can take a 360-degree view of your total print environment, to optimise it in line with your business requirements.

At the outset, Telkom will conduct a thorough, up-front assessment to analyse your present and future document output and management requirements.

Telkom will monitor, manage and optimise your total print output environment, end-to-end, regardless of the printer brands you use. Telkom will prevent downtime and lack of productivity by solving potential problems and replenishing supplies before your employees are affected. Thanks to ongoing process improvements we'll save you time and money.

In parallel Telkom will give you a roadmap and strategy to reduce the number and types of printing devices and supplies while meeting the needs of your business. This includes turning slow, paper-based processes such as routing and approvals, into automated, digital ones. Network management and information technology (IT) integration ranges from platform support to cloud-based solutions. Included, is training for your employees to ensure a smooth transition and change management, to keep them happy and productive.

MPS Benefits:

- National Service footprint and ability to supply and support your print requirements – country wide
- We conduct proactive solutions management as opposed to reactive service
- Key focus on green and energy efficiencies
- Brand agnosticism gives you access to the "best of breed" product range to suit your requirements (Both from a hardware and software perspective)
- This means we can look after your current print infrastructure (T&Cs may apply)
- We give you an opportunity to look past the hardware and consider integrating your print requirements into a digital platform (Electronic Content & Document Management)
- Tailored solution design and financing options give you flexibility - you can select a solution tailored to your environment

Go Green

Thanks to Telkom's MPS you can reduce your environmental footprint by using less paper, consuming less energy, generating fewer greenhouse gases and keeping waste out of landfills.

Service Footprint

The strength of Telkom's document output and electronic content solutions lies in its **service representation**. All solutions are supported by the underpinned service infrastructure, which is the heart of our organisation's success.

How does this benefit you? The wholly owned service infrastructure means that you will enjoy the same service levels nationally with a single point of accountability.

Security

With a key focus on security and the protection of information in today's workplace, Telkom are constantly striving to ensure that our state-of-the-art document solutions keep you abreast, not only with technology but also legislation. Device components such as data encryption and hard drive erase kits are paramount when designing any solution. We also focus on the correct document disposal procedures, as well as proposing the correct equipment process, to facilitate information protection.

With a focus on innovation, Telkom will constantly review your printing needs, so as to determine the feasibility of migrating the process to a digital platform – Electronic Content Management (ECM).

MPS Summary

	Cost Management	Security	Productivity	Usability	Device Efficiency	Document Efficiency	Environment
DISCOVER							
Basic Discovery Assessment	✓				✓	✓	✓
Discovery Audit & Assessment	✓	✓	✓	✓	✓	✓	✓
DESIGN							
Solution Design	✓	✓	✓	✓	✓	✓	✓
Project Management	✓		✓				
TRANSITION & IMPLEMENT							
End User Training	✓	✓	✓	✓	✓	✓	✓
Program Management Communication & Education	✓	✓	✓	✓	✓	✓	✓
Implementation	✓	✓	✓	✓	✓	✓	✓
SUPPORT & MANAGE							
Fleet Management	✓		✓	✓	✓	✓	✓
Asset Management	✓				✓		
MAC Services	✓	✓	✓	✓	✓		
Remote Monitoring	✓	✓	✓		✓		
Service Desk	✓		✓	✓	✓		
On-Site Support	✓		✓	✓	✓	✓	✓
On-Site Print Care Support	✓		✓	✓	✓		✓
Configuration Management & Maintenance	✓	✓	✓	✓	✓		
Capacity Management Monitoring & Reporting	✓		✓		✓	✓	
Problem Management	✓	✓	✓		✓	✓	
REVIEW							
Continual Service Improvement	✓	✓	✓	✓	✓	✓	✓
Management Information Reporting	✓		✓		✓	✓	✓
Review Meetings	✓	✓	✓	✓	✓	✓	✓

Change Management

As the environment changes with the deployed solution, Telkom will ensure a smooth and seamless transition, through the use of our specialised change team. Our team will provide guidance in the form of training, communication and constant “hand-holding” to ensure user-confidence, resulting in a higher chance of the changes being embraced, which in turn increase efficiencies and reduce costs.

Tailored and Flexible finance options

Telkom offer flexible and tailored finance options, to suit your budget.

For more information:

Call 10214 | Speak to your account manager.

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Telkom Park, 61 Oak Avenue, Centurion, South Africa
Tel: 10214 | Web: telkom.co.za

