

# Total Output Management Services and Solutions

*A Guide to Managed Print Services and Print Solutions from  
Global Environmental Services, LLC*



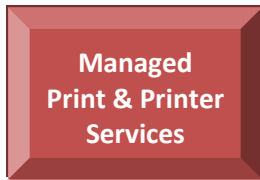
# Total Output Management Services and Solutions

Global Environmental Services' Print Solutions organization has been providing Print Services and Solutions for many years. Our services and solutions can be grouped into four basic categories,

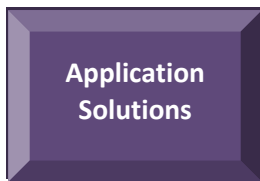
1. Print Management Software Solutions
2. Managed Print and Printer Services
3. Application Solutions
4. Infrastructure Services



Our enterprise print development team averages over twenty years of experience and expertise in all aspects of enterprise print management solution development including, robust print spooling software, enterprise print system architecture and design, print management software tools, and an array of printing related services needed to make your enterprise print operations more functional, reliable, and highly efficient.



We offer years of managed print services experience at some of the largest organizations in the country. Our solutions are based on an "output strategy" that provides vision, control and accountability regarding output across your entire organization. Additionally, we provide printer services that include rollouts, break/fix, consumables management, asset recovery and print environment assessments.



Our applications solutions capability is focused on MFD based solutions that include customization of scan-to applications, custom work flow application development in conjunction with printer OEM's, print release solutions, print accounting and tracking solutions, and Citrix/Terminal Services print management solutions.



We offer IT infrastructure services focused on infrastructure design, rollout and support. Additionally, our infrastructure team provides output assessments and services, hardware and software fulfillment services and contract staffing



# Print Management Solutions

## Output Management

GES-Print Solutions (GES) along with our partners has been providing enterprise print management solutions since 1994. Since that time, we have continued to focus on the enterprise print market and used our experience to deliver print management and output management solutions to customers all over.

Our Advanced print job management solutions streamline, automate and add reliability to the enterprise printing process. These solutions are built on the OM Plus platform and generally fall into two categories:

- **Advanced Print Job Management/Document Delivery Functionality Solutions**
- **Centralized Administration Functionality Enhancement Solutions**

### Advanced Print Job Management/Document Delivery Solutions

- **Confirmed Print Job Delivery-** Printing-dependent business processes are very often critical to your customers' success. Any time a print job does not print successfully there can be the potential for problems with patient care, missed shipments, missed loan closings, invoices not going out which causes added cost, and lower levels of customer service. *Our Solution is able to confirm delivery of the print job to the printer including that the paper actually hit the output tray.*
- **Print Load Balancing-**Print throughput suffers due to the lack of a robust load balancing process for enterprise print jobs across a pool of printers or large centralized printers become a bottleneck to getting reports out to staff. Our Solution performs true load balancing across a pool of printers. *Our True load balancing directs the jobs on a "round robin" basis to the printers vs. the traditional load sharing method of sending a print job to a printer that is not busy.*
- **Routing Print Jobs Around Failed Printers-** Critical business processes driven by printed documents that must continue even if a printer has failed Any time a device is not available for a configurable amount of time, Our solution can be set to automatically re-route the print job to the alternate destination. *The re-routing "rules" are configurable based on the customers' requirements, i.e. don't re-route if the printer is in an out of paper condition.*
- **Rules Based Print Routing and Delivery-** Our solution can make delivery decisions based on the document's "metadata" (user, job name, file type, number of pages, etc.) For example, a rule might be set up that any and all lab reports be only printed on the printer behind the counter at the nurse's station or the pick tickets print on the printer in shipping and a second copy of the print jobs should be sent to the Report Management system for archiving and future reference. *This solution is very effective in a mission critical production printing environment like assembly instructions on a manufacturing line.*

### Centralized Administration Functionality Solutions

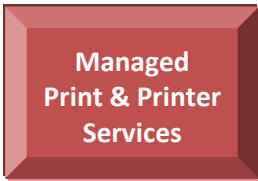
- **Advanced Enterprise Wide Print Queue Management-**If your customer has a significant number of print queues and printers receiving print jobs from several enterprise systems and applications with no single point of visibility or control of the enterprise printing our advance print queue management solution is the answer.
- **Single Point of Management and Control for All Enterprise Print-**Large organizations have multiple enterprise applications/platforms' printing to manage which greatly reduces efficiency and customer service because they don't all use the same tools for supporting and managing print jobs and print queues or for print job troubleshooting. *Our solution can be the one tool set to manage all their print jobs which will decrease support time and support cost as well as streamline print queue and print job management and improve customer service levels to the end users with print job problems.*

- **Support Legacy Environment Print Infrastructures** –The migration from mainframes to other enterprise platforms is a complex and lengthy process. Using our solution as the enterprise print job management and centralized print administration system will allow the customer to accelerate the de-commissioning of the legacy print infrastructure and use the network based print infrastructure for the new application platforms **as well as** the legacy mainframe applications during the life of the migration. *This eliminates the need to continue to support the legacy print infrastructure freeing up time and money to be spent on rolling out the new Dell network printer infrastructure.*

## GES Print Solutions Print Management Solutions At a Glance

### Our print management solutions provide:

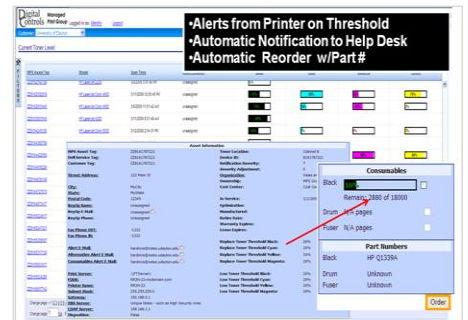
- Centralized control for multiple systems
- End-to-end job delivery and tracking
- Confirmation, notification, auto re-route
- Health check before printing
- Application level fail-over
- Printer level fail-over
- Load balancing
- Monitor from single/standard screen
- Detailed user metrics, print statistics and costs
- Color control and avoidance
- Forms/Advanced Tray management
- Viewing
- Conditional logic based routing
- Bursting/bundling, kitting
- Intelligent data throttling
- Print access and security



# Managed Print and Printer Services

## All-Inclusive Usage Based Program

GES' Usage based Program features a single, all-inclusive invoice that covers the cost of your GES provided equipment, consumables (toner, ink), ongoing maintenance and service, software for device monitoring and reporting, billed per device segment on a Price per Page usage basis. Whether new or assumption of service on existing equipment, you get the Hardware & Services coupled with a set page volumes tailored to your office workload – all at a monthly price that fits your budget. With one and three-year contracts available, the Usage based billing / metered Consumables program can help you stabilize and plan printing costs.

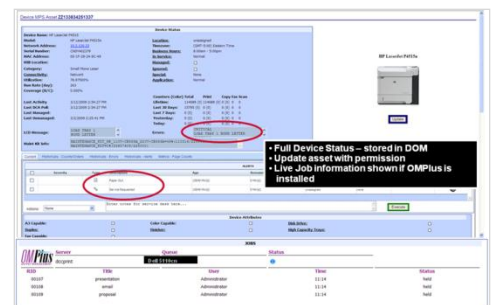


The benefits of choosing the Metered Consumables Program include:

- **Stability** – A single invoice covers all of your printing costs, and only changes if your use exceeds the established print volume defined in your contract.
- **Flexibility** – Assumption of Service on your existing mix of equipment, a set page volume and/or a monthly payment that meets your needs and fits your budget. We provide support for all your equipment, not just a single OEM platform (Dell, Lexmark, Copiers, HP, etc)
- **Simplicity** – A single bill and easy automatic supplies replenishment – it doesn't get any easier than this. Your cost per page is standard and defined – you won't pay extra for high-coverage photographs or charts and graphs.
- **Expandability** – Build the program for 10, 100 or 1,000 employees, or cover 5, 10 or 50 products, this program can expand to meet your unique requirements.

## Assumption of Service (AOS) - Full Service Maintenance Agreement

The GES Assumption of Service provide you a full service maintenance agreement includes consumables, all routine maintenance, software upgrades and required service in one monthly bill, having a base payment per device segment and/or a usage based Price per Page. With FSMAs, you have the flexibility to acquire devices or cover your existing printing and MFP equipment, and manage the cost and process of purchasing consumable supplies without having to worry about fluctuating service and maintenance costs. The AOS program can also be expanded to include the cost of new equipment purchases and supplies – the program is designed to give you peace of mind with a monthly payment tailored to your company's needs.



The benefits of choosing an AOS include:

- **Peace of Mind** – With a GES AOS program, the cost of service, supplies and routine maintenance is included in your monthly bill.
- **Productivity** – Productivity and product life are maximized by rapid service response and ongoing preventative maintenance.
- **Flexibility** – All service and maintenance costs are included, with the option to include equipment and consumable costs.
- **Upgradeability** – The AOS Product Upgrade Center can help you upgrade to new equipment when the time is right.

## Time and Materials

For equipment that is out of warranty or without an agreement, factory authorized service is available directly from GES. GES is uniquely capable of meeting your needs, and gives you the confidence of knowing you've selected the best possible service to support your investment

Managed Print Services Program (MPS)	Characteristics
All Inclusive - Usage Based	Organizations that manage a number of printers, MFPs and copiers for use by a large number of users, that are seeking to consolidate and minimize output costs while simplifying the process of managing devices, consumables, IT support and service. Provides proactive monitoring of devices w/hosted software.
Assumption of Service (AOS)	Small or large organizations that wish to have their printers, MFPs and copiers backed by a comprehensive service, maintenance and support agreement, regardless of how they choose to pay for equipment, supplies and/or labor costs. Proactive monitoring of devices w/hosted software
Time & Materials	When your equipment is out of warranty and there is no service agreement in place. Transitional time frame to cover service & support when looking to reduce, consolidate, optimize and/or refresh a fleet of devices.

Core Elements	Usage Based (Base + CPP)	AOS (Base Pmt &/or CPP)	Time & Materials
Equipment - Refresh	Included	Optional	Not included
Toner (K,C,Y,M)	Included	Included	Not included
Thermal & Ink (local)	Included	Included	Not included
Parts for repair	Included	Included	Fee based
Support (Phone, Web Portal)	Included	Included	Fee based
OnSite Repair Service <b>w/Onsite First Responders</b>	Included	Included	Fee based
Preventative Maintenance	Included	Included	Fee based
Consumables Mgt	Included	Included	N/A
Asset Mgt	Included	Included	N/A
Deployment – IMACs	Optional	Included	Fee based
Software Tools:	Various Modules		Fee based
DOM Device Monitoring – Network	Included	Included	Optional
DOM Device Monitoring - Local	Included	Included	Optional
OM+ Print Queue / Job Mgt.	Included	Included	Optional
Follow-Me Print / Secure Print Release on MFPs	Included	Included	Optional
Usage Based Billing	Included	Included	N/A
Project Management <b>w/Dedicated Client Exec</b>	Included	Included	Optional
Assessment – remote DCA	Included	Included	Fee based
Assessment – onsite map	Included	Included	Fee based
Direct Web-to-Print Portal	Included	Included	Fee based
Digital StoreFront & EFI w/Print Shop integration	To be Priced	Optional	Fee based
eFax Solution w/Outlook	To be Priced	Optional	Fee based

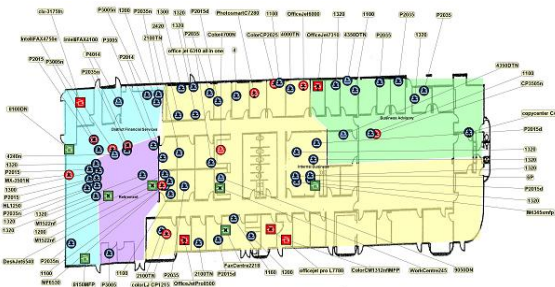
## Additional Printer & MFD Services

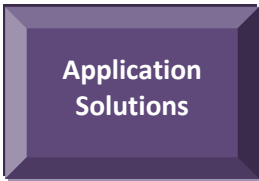
GES also offers the core elements of the Managed Print Services programs “a la carte”. If your customer needs any of the following services, we are ready to deliver on a custom created and customer specific SOW for any of the following printer services.

- **Printer Sourcing**—We can source printers, copiers, fax and scanners for your customers through various Dell programs and our other OEM relationships with Lexmark, Sharp, Ricoh, etc.
- **Consumables Management and Fulfillment**-We can customize a consumables management and fulfillment program that addresses Dell and other OEM consumables
- **Nationwide Break/Fix Services**-Our nationwide Break/Fix Services are available for your customers’ entire printer and copier fleet
- **Device Rollouts**- We will manage the device rollouts across the country
- **Asset Recovery**-Our eSteward certified Asset Recovery program will take the hassle out of removing and recycling the customer’s old devices
- **Current Environment Assessments**-Our assessment services are available for pre-sales pursuits to allow you to customize the overall future solution for your customer based on their actual enterprise print environment

## Output Assessments

- **Our Output Assessments**- using the DOM DCA for electronic (remote) device discovery and coupled with Onsite device mapping focused on identifying all output devices via an exhaustive data and document/workflow collection process which allows us to understand a customer’s current mode of operation (CMO) and develop a future mode operational transition (FMO) plan. This critical data from the environment allows us to effectively place the right devices in the right place. We take into account utilization, proximity needs, color needs, rules of availability, work environment, and key applications. The output assessment is the key first step in implementing MPS. From this point, we then implement tools, process, and people to efficiently manage the infrastructure, consumables and device availability.





# Application Solutions

## Scan To Application and Work Flow Customization

GES works closely with OEM's to develop customizations to the OEM's scan-to application functionality. Our developers work closely with the OEM's developers to create customizations using the OEM provided SDK. Additionally, we develop custom scan to capabilities designed to simplify end user processes and training and enhance standard MFD workflows.

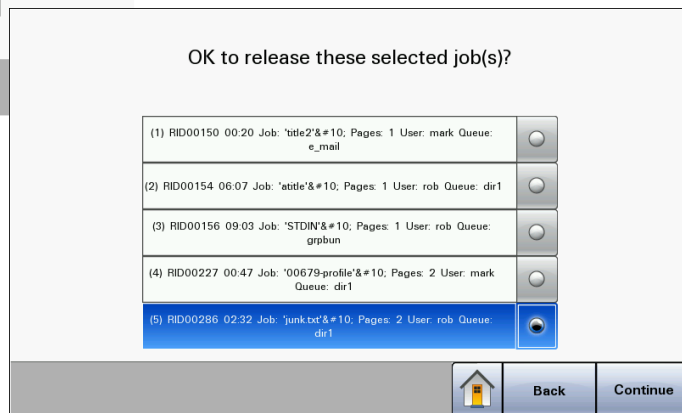
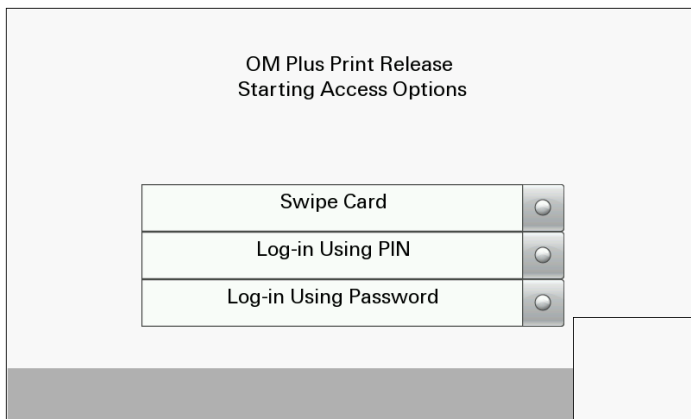
### Printer Based - Job Release (Follow Me Print)

This solution allows users to walk up to printers, identify themselves, view a list of their print jobs and select/release their jobs for printing from any enabled printer. With this capability organizations can:

- **Improve confidentiality** - *Eliminate documents 'waiting' for pickup.*
- **Mobile print delivery** - *Pick up print wherever you are*
- **Go Green** - *Reduce forgotten/unclaimed documents in the output tray*
- **Improve security/compliance** - *In healthcare and financial environments*



Custom Developed Print Release App



## Print Accounting and Charge Back

GES Print Accounting solution allows for customers to set print quotas, do reporting, monitoring and control of network printing. It is a cross-platform solution offering versions for Windows, Mac, Linux and Novell and is designed for networks of all sizes. The ChargeBack™ solution is print management software that actively prompts users to allocate print jobs to accounts (client / project, department, job / issue / matter, phase). It allows businesses to track printing expenditure at the document level, implement print quotas and recover costs from clients or projects.



## Citrix/Terminal Services Print Management

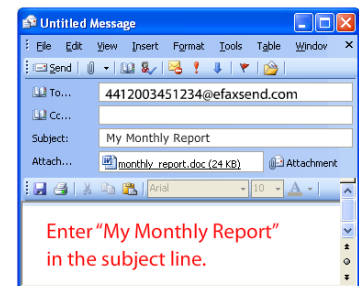
Citrix inherently is difficult to manage and troubleshoot with respect to print problems. Our Citrix/Terminal Services print management solution delivers:

- **Reduced effort related to Citrix print-Enterprise support and capabilities now available for Citrix printing environments**
- **Print delivery confirmation-Ensure business process completion with print delivery confirmation**
- **Automated print failover-Ensure business process not interrupted by device failure**
- **Automated Load balancing and re-starting jobs-Production quality functionality for Citrix printing environments**
- **Print audit trail for trouble shooting print job failures-Reduce troubleshooting time and costs in Citrix environment**

## Fax Solutions

Replace analog fax with eFax solution!

- Utilize existing Exchange eMail infrastructure for Faxing
- Create Fax using eMail editor
- Send to individual or Groups via eFax unique number(s)/groups
- Faxes sent & received via eMail
- Arrives as PDF – formatted as Fax – cover page, etc.
- Open, Edit, Archive, Forward, Delete
- SaaS benefits:
  - Hosted, Secure
  - No Long Distance
  - Archive / Search
  - Workflow enable



To receive a fax, the sender will fax to your eFax number.





## Infrastructure Solutions

### Hardware and Software Fulfillment

Through World Class Partnerships with leading technology vendors – GES has virtually unlimited product resources and technical training to meet any hardware or software solution fulfillment need.



### Contract Staffing / Staff Augmentation

GES provides short term and long term contract staffing that let your customer supplement areas affordably and timely at their location. We give our contracted staff complete access to all the skilled professionals at GES. This allows our contracted staff to address their specific job functions with their own technical capabilities, and to assist their customer with areas outside their expertise via a phone call to another GES technical services team member.

### Contacting GES

#### GES Print Solutions

Global Environmental Services, LLC  
15877 Long Vista Drive  
Suite 105  
Austin, TX 78728  
512-582-8200

GES Print Solutions  
Global Environmental Services, LLC  
109 Triport Road  
Suite 1  
Georgetown, KY 40324  
502-570-8545

[www.gesrecycles.com](http://www.gesrecycles.com)  
[www.gesprints.com](http://www.gesprints.com)