

# Network Printer Support Services



## Overview

Technology Service Professionals (TSP) Network Printer Support Services provide an alternative to the internal support organization's struggle to support numerous technologies, products, and users. This solution can help you identify, control, and reduce your end user time and costs, improve Network Printer availability, and increase end user productivity and satisfaction. TSP's Network Printer Support Services provide cost-effective solutions to address printing needs.

## The Challenge

The uptime requirements in Network Printing is critical in today's environment. A recent report from the Gartner Group shows that companies spend as much as 3 percent of their annual gross revenues on printing. It's hard to believe but it's true that it can be as much as 3 percent when printers are not properly maintained. Even more, employee productivity drops as users wait for printer repair. IT staffs fall behind on mission critical projects while attending to minor printer malfunctions. The results - monthly budgets are hit by the unexpected cost of major repairs or installations handled by outside vendors. So how do customers ensure Network Printer uptime?

In today's Network Printing environment, you will find numerous vendors and products that may require multiple contracts or support services. Would a single point of contact (SPOC) be the right solution?

## The Solution

TSP offers standard services designed to meet your specific hours of operation, response time, and support needs. TSP takes full ownership of any Network Printer product failure, in or out of warranty. TSP is your single point of contact for all failures.

**Network Printer Support Services** are designed to keep all Network Printer and imaging devices up and performing to maximum availability. These services deliver daily or weekly *preventive maintenance* that will help you reduce/avoid failures. If a failure does occur, *emergency maintenance* will resolve all failures. Typically offered as a service contract customized to meet your site's specific

requirements, Network Printers Support Services provide the right skills and the right parts within a time frame that meets your needs. TSP offers on-site maintenance including parts and labor with support for products manufactured by HP, Tektronix, Xerox, Epson, Intermec, and many others.

## Network Printer Support Service Features

**Emergency Maintenance** is critical to maximum uptime. Once a failure occurs, the customer can initiate a service request, and a Service Professional will be dispatched immediately. The problem is then diagnosed by the Service Professional who will replace a failed part or product, or provide a loaner. Either way, the Network Printer will be available for use. TSP offers one hour phone response and service coverage 5 or 7 days a week, 24 hours per day. Each customer can select from a committed on site response time of 2, 4, or 8 hours.

**Unlimited Parts Replacement** is provided on a contract or on an as needed basis. TSP stocks all commonly failed parts for a variety of Network Printer products. All parts are available when you need them.

**Preventive Maintenance** is one of the keys to maximizing Network Printer uptime. TSP's Preventive Maintenance Services are designed to *proactively* prevent outages and failures. This service is performed on a daily or weekly basis determined by the specific customer's needs.

**Consumable Replacement** can be timely and costly. TSP Network Printer Support Services will provide all the labor associated with a consumable replacement such as toner and maintenance kits.

**Technical Review Meetings** keep management informed about the uptime and product failures of Network Printers. The metrics provide real data about phone response, on site response and total time to repair analysis. These metrics can be customized according to the specific needs of each customer.



As a direct result of TSP Network Printer Support Services, organizations can expect the following benefits:

## Network Printer Support Services –

- Improved Network Printer efficiency and performance
- Reduced operating overhead
- Reduced failures through performance of regular preventative maintenance
- Elimination of "finger pointing" that often results when dealing with multiple suppliers
- Reduce administration costs by negotiating and administering one contract instead of several.

## Emergency Maintenance –

- Decreased mean time to respond and repair
- Coordinated dispatch, analysis, and troubleshooting
- Increase in mean time between failures

## Preventative Maintenance –

- Reduce/Avoid future equipment failures
- Improved productivity for employees and internal IS support staff that occurs from Network Printer outages
- Maximized equipment operational lifetime

## Next steps

To determine how TSP can address your specific needs, please email to [services@mytsp.net](mailto:services@mytsp.net) or call Toll free at 1-866-484-6881.