

# SHARP

Sharp Managed Print Services  
for Small & Medium Sized Businesses



Optimised  
Document Services



Managed  
Print Services

BUSINESS PRINTING SERVICES FOR  
SMARTER COST CONTROL & PRODUCTIVITY

You can't be an expert in everything /**This is Why** Sharp Managed Print Services does the hard work for you.



How MPS works

Reducing Print Costs

Enhancing Productivity  
& Performance

Protecting Your Information  
& the Environment

Delivering Effective  
Support

Providing Business Insights

Ensuring Future Success

# Business success has no limits /This is Why we continually deliver more effective ways of working.

## Relieving the hassle of print management

Many small and medium sized businesses depend on printing and scanning to function, but most do not have the time, resources or specialist skills to manage their printers effectively. Without a centralised approach, unnecessary administration and consumables costs can creep up while overall business performance slows down.

While Sharp's printers and MFPs have always offered outstanding performance and reliability, with Sharp Managed Print Services (MPS) you can instantly cut your print costs by up to 30%\*. You can also make incremental savings when deployed with Sharp's broader mix of business technology and services.

Whether you have just one or many devices, Sharp MPS makes managing your fleet easier and more secure. Our consultants will help you assess and improve your overall approach to printing and scanning, developing print policies that reduce waste and control future print output, while improving the print experience for your users.

Sharp MPS is an important step in creating a secure, integrated workplace, where employees can thrive in today's mobile, 24/7, and information hungry world. By using your Sharp MFPs as an interface to our unique mix of connected cloud and mobile collaboration technologies, much more is possible.

"Proactively managing your print environment is essential to improving productivity and reducing costs."

"To compete effectively you need to give your people the information they need - precisely when they need it."



Managed  
Print Services

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**No two businesses are the same /This is *Why* we always provide exactly what you need – when you need it.**

#### **A uniquely flexible & tailored solution**

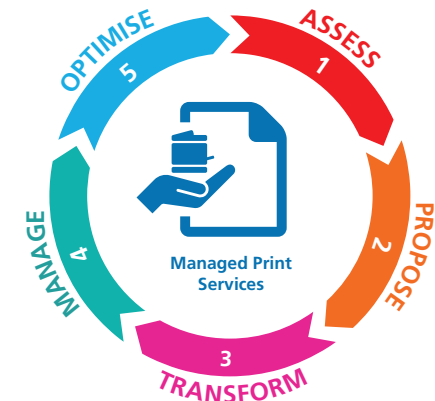
Sharp will take on responsibility for the agreed printing tasks and activities. Your employees are then free to focus on the core business activities that will propel your business forward.

The service components and service levels are completely configurable and can be changed at any time. Using our proven delivery process we can determine exactly how to add the most value to your business and provide an experienced pair of hands to perfectly complement how you want to work.

“Businesses are evolving all the time, so prioritising your resources is vital. Sharp can do the routine tasks, so you can focus on what’s really important.”

#### **Stages of the engagement process:**

- 1. Assess** – looking at your existing printing approach and understanding your requirements to project potential savings and identify how they can be maximised without compromising the needs of your users.
- 2. Propose** – reviewing priorities and recommending your new optimised solution to increase control over your print budget and get the maximum return from the minimum investment.
- 3. Transform** – managing the introduction of any new equipment to ensure that it is installed successfully and can be used immediately.
- 4. Manage** – helping you design your print management, monitoring and support policies, including service levels and review processes.
- 5. Optimise** – providing a path which allows you to perfect the flow of information and collaboration in your workplace.



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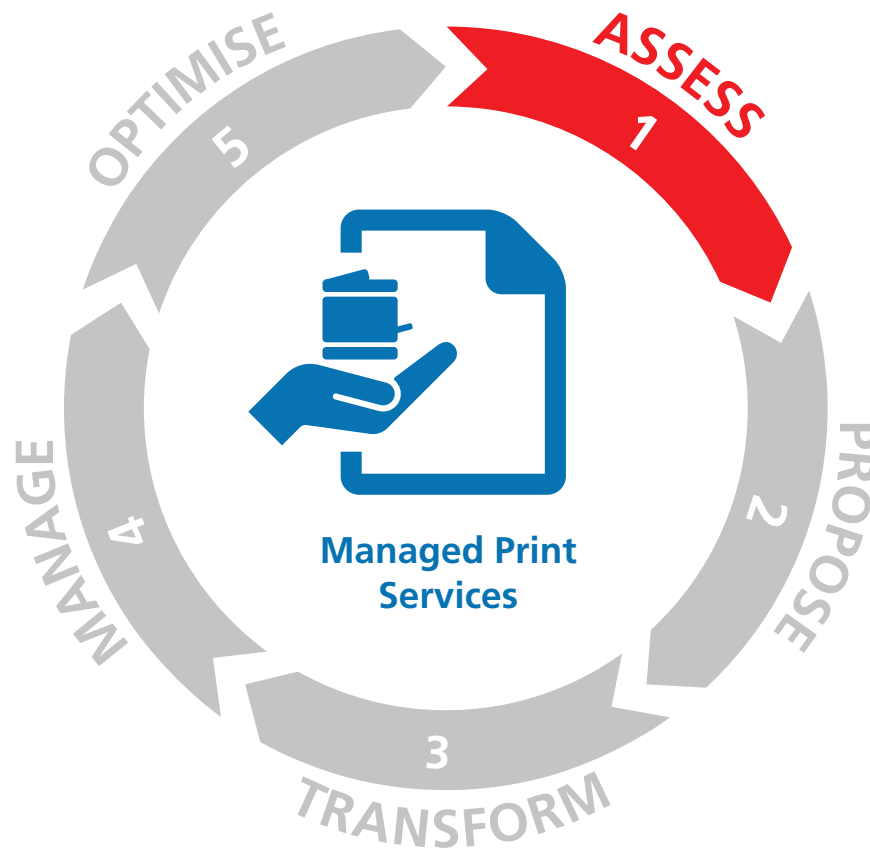
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**Assess:**

The assessment process can be tailored to suit your business size, whether you have a single MFP or a large fleet spread over multiple locations. Our **Basic** print audit identifies and quantifies your network devices, while our **Comprehensive** audit will also include any locally attached devices. Where a more in-depth analysis is needed our **Advanced** audit includes a workflow assessment based on interviews with the people in your team.

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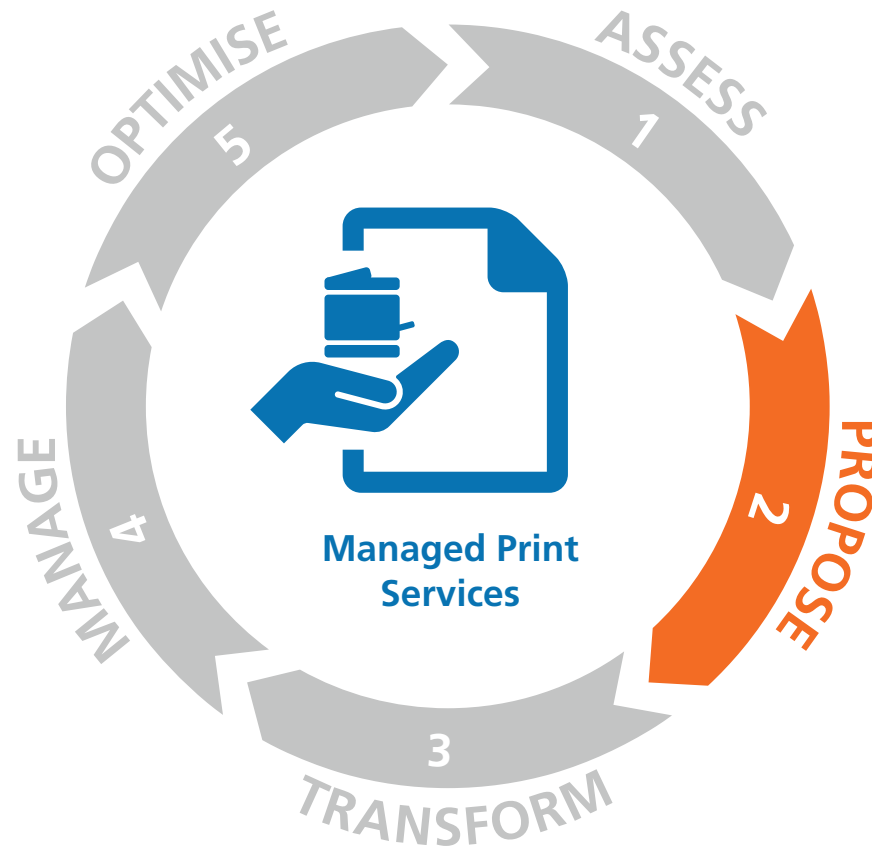
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**Propose:**

Sharp's consultants will analyse your business requirements and propose an optimised new design. This will include cost-effective solutions that help you to strike a balance between removing under-used equipment, while improving the overall user experience and productivity, within whatever timeframe you decide.

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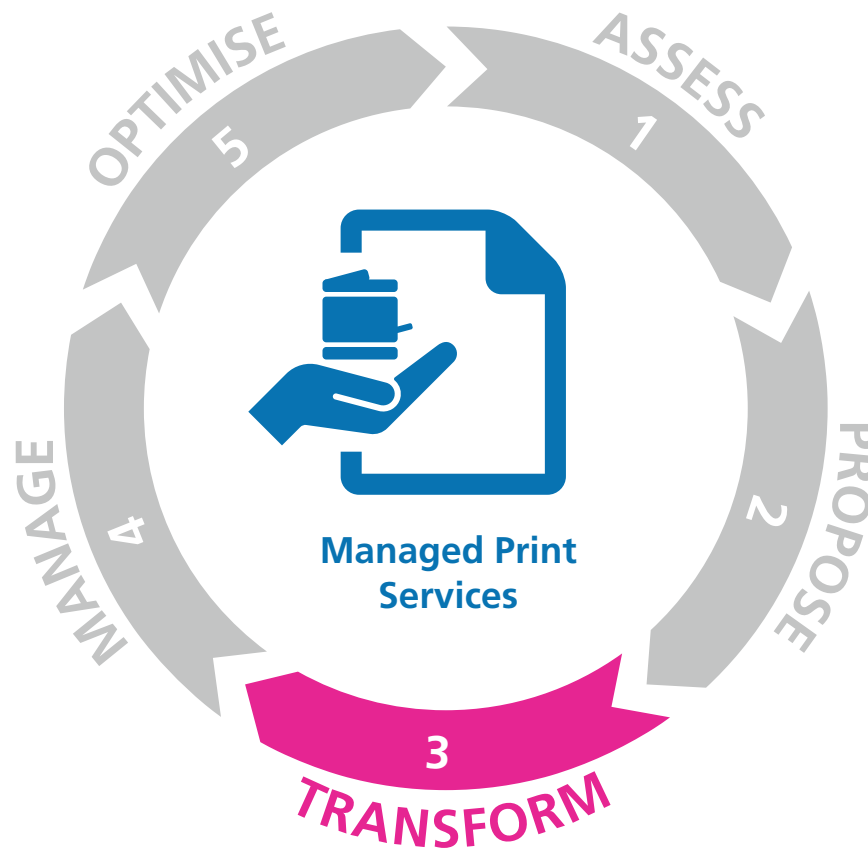
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**Transform:**

Sharp's logistics teams will ensure that your new equipment is delivered on time and that your users are familiar with the basic machine functions. For complex installations, a project manager plays a critical role, co-ordinating all the activities of the parties involved to ensure a smooth implementation.



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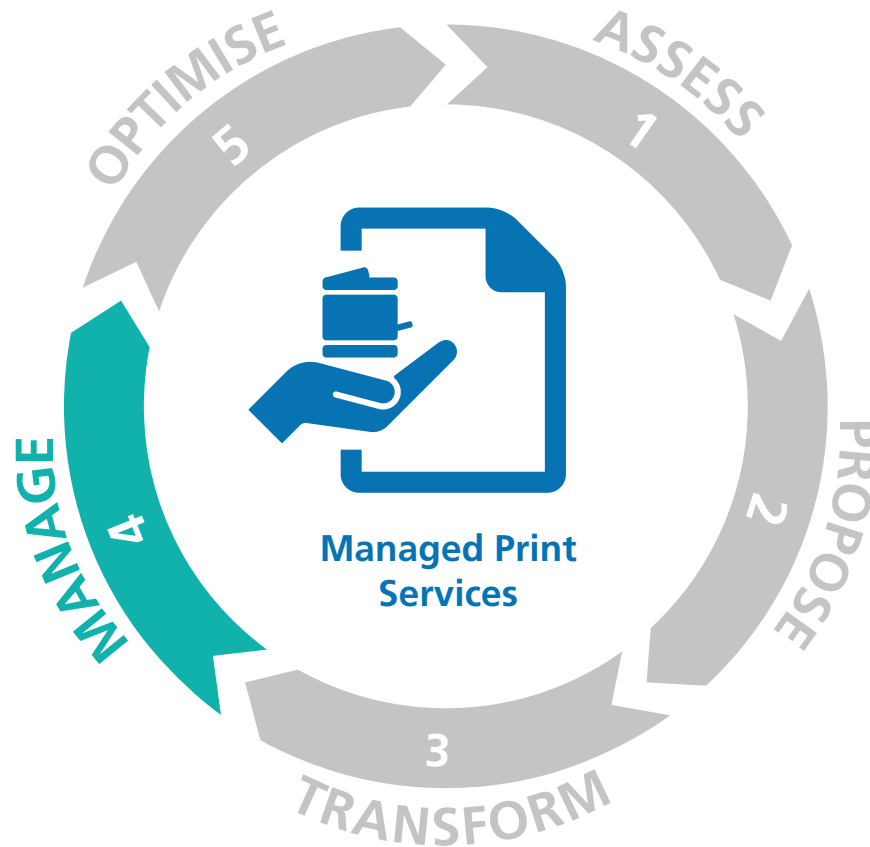
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**Manage:**

Sharp will work with you to determine the service call process, set up the remote monitoring software and automated supplies ordering processes, and agree a reporting cycle to review actual usage and make policy improvement recommendations. We will also assess the service performance against your contract and review user feedback to help drive continuous service improvement.

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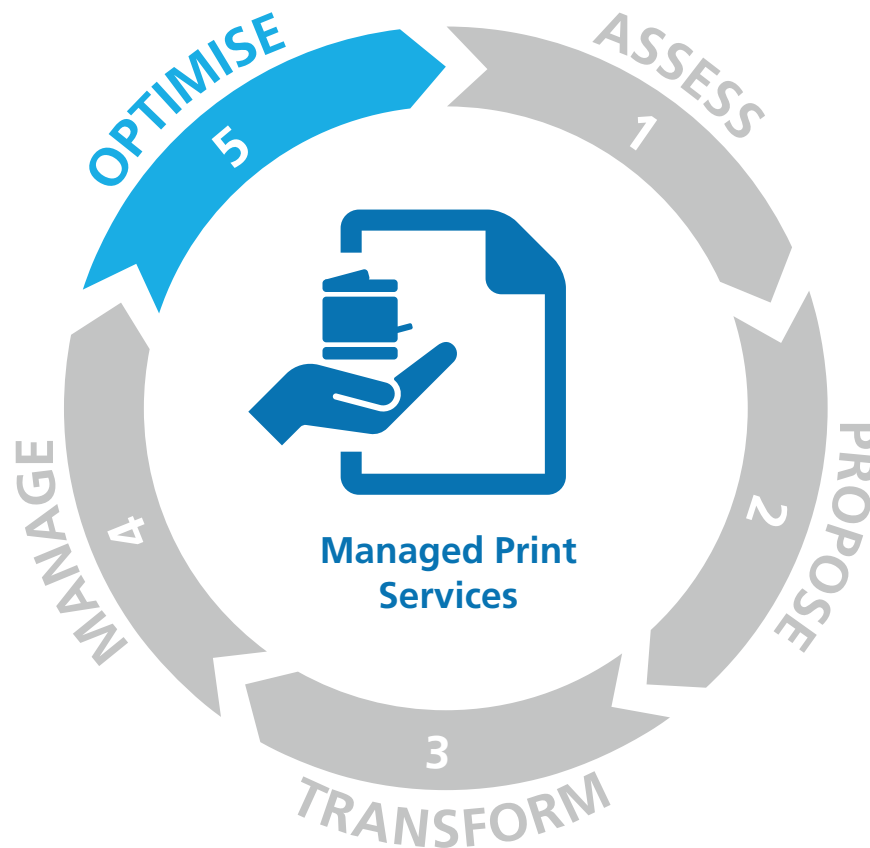
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**Optimise:**

When you are ready, we will show you how our unique mix of connected technologies combine to create a smarter, integrated office, transforming how information is shared in your workplace. For example, secure, cloud-based file sharing/document management, MFP integration to automate scanning & filing workflows, remote collaboration solutions, such as Sharp's BIG PAD interactive display, and specific industry and line of business content applications.



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## Cost reduction isn't just a short-term goal /This is Why our solutions are designed to deliver lasting savings.

### Cutting the cost of printing

Reducing waste and controlling costs means more profit, and this is why Sharp MPS offers a number of ways to minimise expenditure on printing.

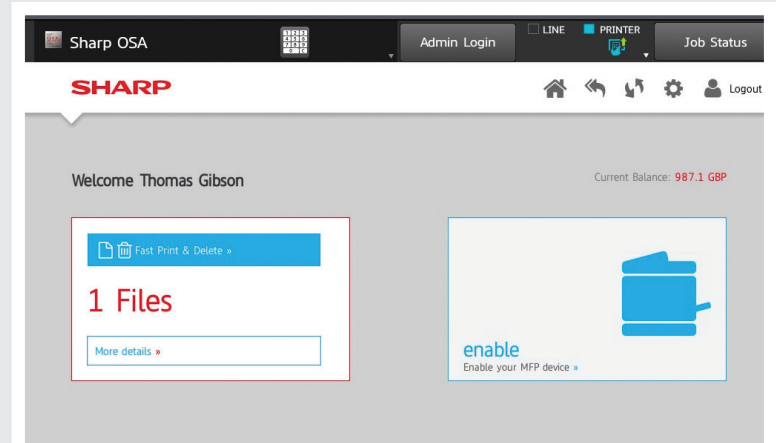
Where possible, Sharp will credit new customers to reflect the value of any usable consumables that have already been purchased, while small workgroups can take advantage of advanced, out of the box print management technologies, such as MFP based (serverless) secure pull printing, to instantly reduce print volumes.

For larger workgroups our Optimised Print Management solutions improve security, and ensure greater control of print usage and costs without hindering productivity. They can also enable accurate cost recovery and margin management against internal cost centres or project codes.

In the longer term, incremental cost savings can be realised by optimising your workplace, creating a smarter more efficient, more modern way of working.

### New features, new components

Sharp's new MFPs are designed to improve efficiency and minimise costs and waste. For example, the Auto Toner Ejection feature ensures that 100% of the toner is used, before replacing the toner. Their durable and energy efficient components can also cut your electricity usage by almost a quarter.



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## Delays and distractions are frustrating /This is Why Sharp MFPs make life so much easier.

### Delivering enhanced productivity & performance

Remaining competitive often depends on finding new ways of doing things or squeezing even more out of your existing processes and resources.

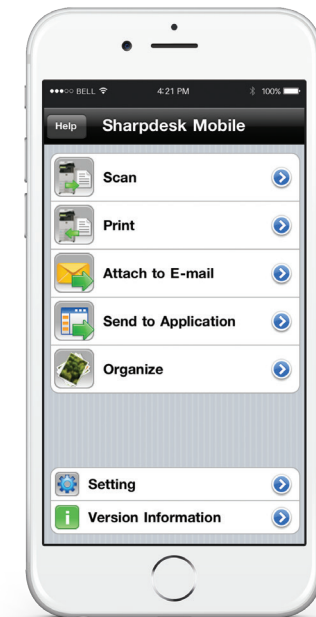
### Working smarter, not harder

Sharp's latest MFPs offer fast, reliable printing, easy to use functionality, and close integration with cloud applications and mobile devices. They also feature the very latest technologies to dramatically reduce waiting time and improve printing productivity.

To ensure that you immediately get the most value from their advanced features, Sharp provides training on delivery, to educate users on the capabilities of each new device. Sharp understands that not everyone can be there for the initial training session, this is why Sharp provides remote support and guidance for each user, exactly when they need it, throughout the length of the agreement.

### A more enjoyable & productive workplace

Fewer distractions means better productivity. This is why Sharp's new A3 MFPs are quieter in operation, so your business profits from a more conducive working environment.



Sharpdesk Mobile  
print & scan app  
for iOS, Android™  
& Windows® devices



## Businesses need to act responsibly /This is Why we safeguard your information and the environment.

### Optimising your security and environmental credentials

Businesses are subject to increasing regulations and under close scrutiny when it comes to safeguarding information and protecting the environment. The costs of getting it wrong can be substantial – including financial loss and damage to your business reputation.

### Protecting your information

Sharp's MFPs include a range of advanced security features that protect your information while it is being created, shared and stored.

- **Document security**

Sharp MFPs prevent documents from being printed on the wrong printer or accidentally left unattended, as users must enter a secure PIN or present their ID proximity card. Documents can also be scanned as encrypted PDFs that can only be opened with a password.

- **Network security**

Documents sent over your network are fully protected using SSL / IPsec encryption and IEEE 802.1x wireless authentication. Sharp's IP & MAC address filtering also means MFPs can only be accessed from authorised devices and network locations.

- **Storage security**

Hard disk drives (HDDs) commonly used to pre-store documents being printed are a possible risk as confidential information can potentially be accessed by anyone. Sharp's MFPs can automatically encrypt data saved on their HDDs, so it's inaccessible to unauthorised users, and automatically delete files after a specified period. Sharp can also securely dispose of HDDs that are no longer required.

### Protecting the planet

Sharp always endeavor to ensure new MFP hardware meets key environmental criterion including; RoHS, Waste Electrical & Electronic Equipment (WEEE), Energy Star, Nordic Swan and Blue Angel certification. Any existing devices or consumables that are being replaced will also be disposed of in accordance with the WEEE directive.



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**We all need a little help sometimes /This is Why Sharp is always on hand when you need us.**

**Keeping you productive for longer – and for less**

Sharp's Automated Toner & Waste Toner Cartridge Replenishment system detects when toner and consumables are running low and automatically reorders replacements. This frees up staff time and reduces the amount of storage and money tied-up in holding stock, while also reducing downtime.

**Experienced Sharp personnel at your finger tips**

If you ever encounter a problem with your MFP you need to know that it can be fixed fast – so you don't waste time dealing with the issue and your staff stay fully productive. Sharp operates a dedicated Helpdesk and service call centre, so there is always expert help at hand to answer 'how do I?' queries. Our Helpdesk aims to increase device uptime by resolving many calls remotely. If this can't be done a highly trained Sharp engineer will visit to get you back up and running within the agreed fix time service level.



Ongoing Consumables  
Provision



Remote Fix



Onsite Engineer  
Support



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**Providing valuable business insights**

Sharp's quarterly and annual cloud reporting ensures that you always know exactly how well the service is being delivered against the agreed targets.

Our automated meter reading capture also frees up staff time, while still providing the management insight needed to optimise your print usage. We can provide detailed usage information, by individual users and devices, to help reduce print volumes and costs.

By also capturing user feedback, Sharp can continuously improve your ongoing service delivery and support, which will ultimately enhance your business performance, productivity and employee satisfaction.



Usage Reporting



Meter Reading  
Capture



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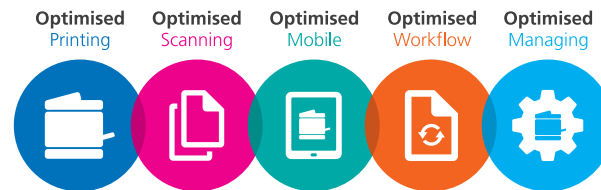
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**The only certainty in business is change /This is Why Sharp is the ideal partner for your ongoing success.**

#### **Creating a platform for the future**

Sharp is committed to supporting the growth and success of small & medium sized businesses; this is why Sharp MPS is designed to evolve in line with the information needs of your business.



Once you have reaped the immediate benefits, (including cutting print costs by up to 30%), we will show you how to deploy additional connected technologies to ensure your workplace is continually optimised.

Whether you only have a few devices or need to share information across several hundred users, our ecosystem of technologies and Optimised Software Solutions are designed to complement your existing investments and enable you to work in new and different ways: collaborating more effectively, achieving results faster and with greater cost efficiency.

