print4 *Technology*

supplies • parts • service dispatch • management

ROI Tool and Proposal Generator

We collect and analyze printer data for each opportunity for a detailed ROI report and proposal.

Total Transaction Support

Receive detailed reports on service calls, parts fulfillment and supply orders, and consolidated billing to reduce costs.

Online Dispatch

Our expert technicians diagnose each request and either resolve the problem over the phone or dispatch required service. Requests can be made 24/7 on your custom web interface.

Printer Parts Fulfillment

We ship all parts directly to customer site to coincide with the service call.

End User Satisfaction Survey

Every service call is followed by a customer satisfaction survey to ensure that the customer is receiving the best service possible.

Service Provider Payment and Management

Our staff handles all scheduling of service provider maintenance and parts ordering. We then deliver it with simplified and consolidated reports and billing.

Our extensive research in the area of print management resulted in Print 4, a scalable end-to-end solution that helps your customers reduce costs and increase efficiency. Print 4 offers a variety of end-to-end scalable solutions that are made possible through our various strides in print management technology. From our unique meter capturing Print 4 software to our online web support and service distribution dispatch of more than 10,000 service technicians throughout North America., Print 4 has the software and technology to propose cost, manage and support and printing situation. Plus, all of this is done in a manner that allows your customer's employees to focus on their business' core aspects.

Print 4 - Discovery

The Print 4 software identifies the Where, When and Why of your customer's print environment. Once installed, the Print 4 software goes out and finds each printer on the network. It then identifies each printer by its assigned serial number and automatically monitors each printer. All of this information is then compiled in the Return On Investment (ROI) tool and helps us develop the optimal pricing and printing solution for your customer's needs.

Print 4 - ROI Tool

Our return on investment tool provides you with the pricing on supplies, parts and service distribution. The ROI Tool will also set up pricing so that it can be quoted for either the bundled package, Print 4 Service; or a cost per page solution, Print 4 Pages. It will take into consideration printer type, usage and generate a quote for you to present to your customer. It also includes pricing at the printer level, saving calculations and marketing support.

Print 4 - Printhelpline.com

Our online service portal allows customers to contact us 24 hours a day, 365 days a year. Print 4's service dispatch has access to more than 10,000 service technicians available across the United States, Mexico and Canada. The Print 4 help desk is also available to help customer's trouble shoot minor problems to help lower down times. Customers may view parts fulfillment status and make payments at www.printhelpline.com.

Print 4 - Onsite

Print 4's onsite software provides a complete management system for your customer. The software will capture all of the necessary printer information over the network and automatically send us that information. The software then sends notification on what parts, supplies, or service is needed. It will also notify our help desk to dispatch a service technician to the printer's location. Customers will also receive an e-mail detailing usage reports for each printer on their network.

Print 4 - Online

Print 4's Online software provides a management portal for the dealer. This portal provides all the information necessary to run a successful and profitable print management program. It provides a single interface into service histories, supplies ordering, and parts ordering. The customer relations aspects provides you with up-to-date information on every customer in one interface. It provides overall customer information, contact information, billing information, prospect information and more.