



Optimised Document Services

Managed Print Services

Print services for smarter cost control and productivity

www.sharp.dk

SHARP

Be Original.

Success has no limits.

Sharp helps you continually improve the efficiency and effectiveness of your business.

Relieving the hassle of printer fleet 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 fleet of MFPs and 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 optimise your print costs. 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.

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



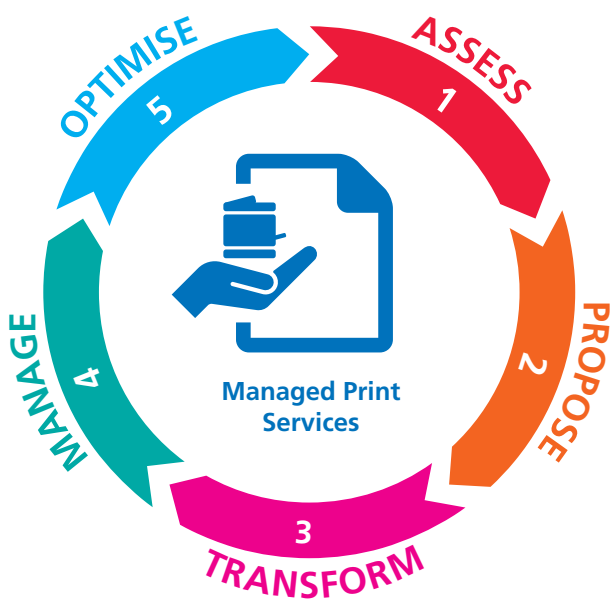
Every business is unique.

Our services are tailored to provide exactly what you need – when you need it.

A uniquely flexible and 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, understanding your requirements for cost optimisation and identifying 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 technology to ensure that it is installed successfully and can be used immediately.
- 4. Manage** – helping you design your printer fleet 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.

A proven approach.

Sharp Managed Print Services can transform and optimise any business using 5 clear stages.



1. 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 environment 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.

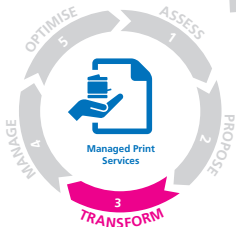
2. Propose

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.



3. Transform

Sharp's logistics teams will ensure that your new equipment is delivered on time and that your users are familiar with the basic device 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.



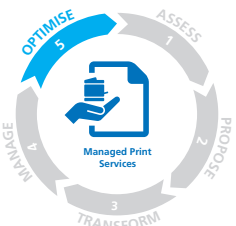
4. Manage

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.



5. 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 and filing workflows, remote collaboration solutions, such as Sharp's BIG PAD interactive display, and specific industry and line of business content applications.



Proactive control.

Process and cost optimisation isn't just a short-term goal, so our solutions are designed to deliver visible improvements and lasting savings.

Optimising the cost of printing

Reducing waste and controlling costs means more profit. 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.

Delivering enhanced productivity and performance

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

A more enjoyable and productive workplace

Fewer distractions means better productivity. Sharp's latest range of MFPs and printers are quieter in operation, so your business profits from a more conducive working environment.

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 and printers 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

Working smarter, not harder

Sharp's latest MFPs and printers offer fast, reliable printing, easy to use functionality, close integration with cloud applications and mobile devices, as well as a range of high level security features as standard. They also include 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, therefore Sharp provides remote support and guidance for each user, exactly when they need it, throughout the length of the agreement.

Proactively managing your print environment is essential for optimising processes and costs.

All the help you need.

Whatever challenges you face Sharp is always on hand whenever you need us.

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.

Keeping you productive for longer – and for less

Sharp's Automated Toner and 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.

Providing valuable business insights

Sharp's quarterly and annual 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.



Remote Fix



Onsite Engineer Support



Ongoing Consumables Provision



Usage Reporting



Meter Reading Capture



These days no business can afford to ignore data security or their impact on 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.

Protecting the planet

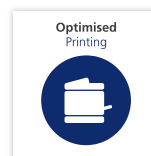
Sharp always endeavor to ensure new MFP hardware meets key environmental criterion including; RoHS, Waste Electrical and Electronic Equipment (WEEE), Energy Star, Nordic Swan and Blue Angel certification. Any existing devices or consumables that are being replaced will also be disposed of in accordance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

Creating a platform for the future

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

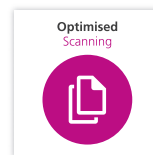
Whether you only have a few devices or need to share information across several hundred users, our ecosystem of technologies and Optimised Software Solutions are designed to complement your existing investments and enable you to work in new and different way; collaborating more effectively, achieving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

Optimised Software Solutions



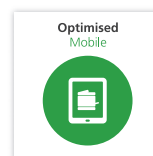
Optimised Printing Solutions

Monitor, manage and secure your print, scan and copy usage, ensure only authorised usage, track and recover costs, and reduce waste.



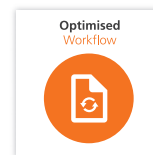
Optimised Scanning Solutions

Save time and avoid costly errors by simplifying and automating how you capture, share and store documents.



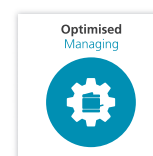
Optimised Mobile Solutions

Create a more flexible team by connecting smartphones and tablets simply and securely, so your people are always in touch.



Optimised

Workflow Solutions Maintain productivity and profitable growth by streamlining and simplifying repetitive tasks and connecting to line of business applications.



Optimised Managing Solutions

Ease the burden of managing your MFP/ Printers and build a consistent Print Security Policy.

Welcome to Sharp

Sharp Information Systems Europe (SISE), a division of Sharp Electronics Europe, offers a comprehensive portfolio of award-winning document management and display solutions to help organisations transform the way they engage with information. Sharp's industry-leading MFPs and high-volume systems sit at the heart of integrated applications for digital transformation.

Sharp's proprietary Open Systems Architecture (OSA) technology transforms MFPs into powerful information portals, seamlessly integrating to the cloud and third-party business applications. Sharp Cloud Portal Office is an award winning document management and collaboration system designed to help small- to medium-sized businesses drive growth, improve efficiency and reduce costs.

By facilitating the transition to new equipment, methods and processes, Sharp Optimised Managed Services help improve how businesses interact with information through enhanced digital workflows and more collaborative working.

Sharp also offer a range of display solutions that include video walls for immersive entertainment, digital signage and innovative interactive touchscreens for engaging presentations.

Our mission is to develop new products that support individual expression; creating life enhancing experiences that let you be original.



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Sharp Business Systems Danmark A/S

Roholmsvej 14A • 2620 Albertslund Telefon +45 70 230 310 • info@sharp.dk

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