

Vendor Utilization

Vendors	Total	Print	Copy	Fax
LANIER	902,264	178,715	841,265	3,287
HP	6,506,195	6,506,195	0	0
LEXMARK	646,930	646,930	0	0
OTHERS	191,359	191,359	0	0

Download Current Device Utilization

Model Name	Serial Number	IP Address	Model	Print	Copy	Fax
Lanier 5645	10792980231	10.10.204.21	5645	188,809	2	86,178
Lanier 5645	10792980201	10.10.204.16	5645	187,244	0	11,006
Lanier 5645	10792980298	10.10.204.20	5645	186,528	0	16,000
Lanier 5645	10791080113	10.10.180.23	5645	15,877	0	2,000
Lanier 5645	10791080115	10.10.180.20	5645	15,792	0	1,000
Lanier 5645	10792980155	10.10.180.188	5645	15,782	0	1,000
Lanier 5645	10792980155	10.10.180.188	5645	15,782	0	1,000
Lanier Aficio 2035	25836200109	10.10.11.12	2035	9,277	0	0

Powerful, proven technology for device relationship management

@Remote is a completely secure, truly automated, ready-to-use service that enables sophisticated device relationship management and reduces total cost of ownership on an enterprise-wide scale

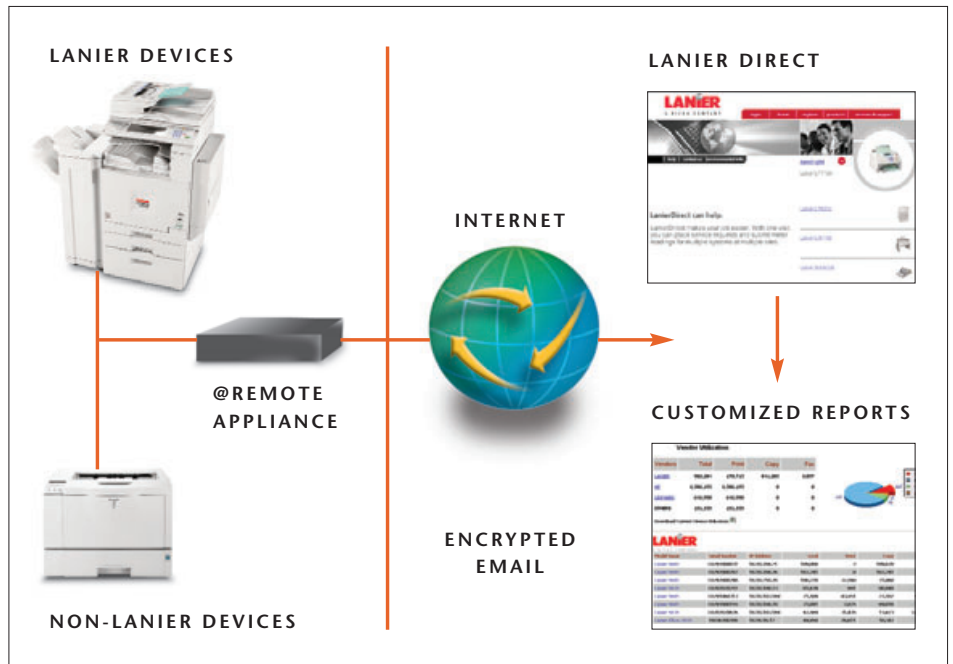
your document management partner





If you could see what every network printer was doing, it would be easy to pinpoint over- or under-worked systems. If you could track usage in every digital copier, it would be easy to cut supply costs. If you could get a detailed breakdown of device activity across your entire document management network, you could make smart fleet management decisions in record time.

Now you can — with @Remote from Lanier.



@Remote is the cornerstone of advanced network management for document output devices. It extracts MIB data that fuels customized reports you can use to reduce excess capacity and improve overall workflow.

Proven, secure technology for DRM

@Remote is a completely secure, truly automated, ready-to-use service that gives your organization a safe and proven way to take advantage of device relationship management (DRM) technology. With the @Remote appliance installed on your network, operations data is extracted from network-connected printers and multifunction products (MFPs), including Lanier and non-Lanier hardware. This data stream is automatically pushed out over the Web to Lanier. When it reaches Lanier, we use it to drive intelligent fleet management and automated meter collection, both of which help you reduce total cost of ownership (TCO) on an enterprise scale.

Take advantage of DRM without risk

Conceptually, DRM is flawless. It allows organizations to monitor a continuous flow of data from intelligent devices through a Web-based interface. In document management, DRM applications are especially powerful and can generate significant long-term cost-savings. But most DRM solutions are still in their infancy — which makes it hard to select the right technology for your business.

That's why Lanier developed @Remote. This solution is specifically designed for document management, and offers three unique and powerful benefits:

- **Complete security.** Transfer of data from your organization to Lanier occurs via a secure, one-way communications path. In other words, the @Remote device can't receive data and does not create an external point of entry to your network.
- **True automation.** Lanier handles setup and installation, receives the data, and delivers reports at your fingertips. The @Remote appliance is completely self-contained, and requires zero site-level support or intervention from your team. You can get all the advantages of DRM without disrupting operations or creating work for your IT department.
- **Ready-to-use information.** Many DRM offerings stop at monitoring. Lanier takes DRM a step further, performing advanced analysis on your data stream and converting it into actionable information you can use immediately. Plus, we deliver reports through a secure Web portal, so you always have instant access to real-time information about your fleet.

This DRM report compares actual output volume to recommended duty cycles for each individual printer and MFP. The status light is red for those units which have exceeded their recommended volumes. Visual indicators denote color-capable systems, which users can click on to get a breakdown of volumes.

Minimize TCO through effective fleet management

With @Remote and Lanier, you can create a single view of the fleet, identify device costs enterprise-wide, and turn basic operations data into profitable information. Here's how it works: @Remote collects device-specific data from your fleet and delivers it to Lanier. We analyze it using proprietary data-mining techniques and transform it into usage reports that detail counters, monthly volume indicators, and other key metrics. Authorized users can view these reports online at LanierDirect, our private customer service portal.

This information provides exactly what your organization needs to assess true operating costs, determine savings opportunities, and scrutinize copy and print volumes. You can easily identify over- and underutilized systems, examine peaks and valleys in device output, and create an accurate picture of total document spending. All of this helps you make faster, more informed TCO decisions, improve asset distribution, and streamline fleet management.

No-Touch Meters®

Manual meter collection is one of the most time-consuming and error-prone processes in day-to-day document management. Yet cost-reduction depends heavily on accurate and up-to-date records of actual document-related spending. With Lanier and @Remote's No-Touch Meters capability, you can automate the entire meter collection and billing process and remove the risk of human error. When the @Remote appliance is attached to your network, it delivers meter data directly to our back-end billing system and automatically triggers invoice creation and delivery — with no human intervention. It eliminates all the prior points of vulnerability — manual click counts, postcards, and manual back-end data entry. As a result, automated meter collection with @Remote costs significantly less than manual collection, and improves timeliness and accuracy of volume billings.

Automated service messaging and toner alerts

In addition to fleet management and automated meter collection, @Remote now offers a service alert messaging option with predictive service calls tied to Lanier's service dispatch system. Mission critical errors can result in automated service dispatches, reducing downtime and increasing productivity. These features, along with optional toner replenishment messaging, help offer cost saving potentials unparalleled in the industry.

Printer Name	ID	10.36.104.100	240,363	20,170	220,203
Lanier 5705	L0661070055	10.47.132.214	245,708	45,479	200,229
Lanier 5705	L0661070003	10.60.248.215	245,360	1,544	243,816
Lanier 5470	L0721090082	10.36.188.103	228,568	26,301	202,267
Lanier LP020C	00021100075	10.37.216.92	228,301	2,346	225,955
Lanier 5705	L0661120020	10.47.116.231	222,886	771	222,115
Lanier 5470	L0721090017	10.51.56.193	220,505	10,754	209,751
Lanier 5645	L0791910698	10.46.96.115	219,373	74,716	144,657

	Migration				
	10%	20%	30%	40%	50%
Target HP* Volume Percentage	60%	53%	47%	40%	34%
Average Monthly Volume Shift	825,000	1,650,000	2,475,000	3,300,000	4,125,000
Average Monthly Savings	\$5,000	\$10,100	\$15,100	\$20,100	\$25,100
Annual Savings	\$60,300	\$120,600	\$180,900	\$241,200	\$301,500
3-year Savings	\$108,500	\$361,900	\$542,800	\$723,700	\$904,600

With these DRM reports, your organization can map out potential savings for various print migration scenarios, track results over time, and make smarter management decisions. The post-migration analysis report not only compares real savings to projected figures — it lets you see what output costs would have been if no migration occurred.

Post Migration Analysis		November – December								
Based on 20% Migration		Actual Migration % of Volume			No Migration % of Volume			Targeted Migration % of Volume		
Real Savings: \$17,000	Targeted Savings: \$11,700									
		Actual Migration			No Migration			Targeted Migration		
Vendor	CPP	Volume	Cost	Percentage	Volume	Cost	Percentage	Volume	Cost	Percentage
HP	\$0.0432	1,567,500	\$67,700	47%	2,221,400	\$96,000	67%	1,790,400	\$77,300	54%
Lanier	\$0.0168	1,748,000	\$29,400	53%	1,094,100	\$18,400	33%	1,525,100	\$25,600	46%
Total		3,315,500	\$97,100		3,315,500	\$114,400		3,315,500	\$102,900	

Choose an experienced partner

Lanier has already implemented, measured, and tested @Remote technology in long-term pilot programs with customers in several industries. In every instance, @Remote proved its unique ability to revolutionize TCO analysis and fleet management through secure, automated data extraction. In other words, with Lanier, you gain a partner with proven technology, extensive DRM experience, and undisputed expertise in next-generation document management solutions.

About Lanier

Lanier Worldwide, Inc. is a wholly owned subsidiary of Ricoh Corporation, the Americas sales and marketing unit of Ricoh Company, Ltd., a \$17.1 billion global manufacturer of digital copier/printers. Lanier helps its customers succeed by understanding their unique document management needs and delivering systems and services that increase efficiency, reduce cost, and improve document workflow. Award-winning solutions include digital multifunction products (color and monochrome), printers (color and monochrome), multifunction facsimile, scanners, digital duplicators, and wide format systems, as well as facilities management and outsourcing services.



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Lanier, a world of difference

The Lanier philosophy is embodied in Customer Vision®: a commitment we make every day. It means seeing the business through your eyes, responding to your needs, and exceeding your expectations.



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