SENTRY ONSITE

Let Sentry Onsite be Your Single Source for Complete Print Management

Contact Us Today To Get Started

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Solving Common Printing Problems

Copynet
OFFICE SYSTEMS, INC.

Help Your Customer Understand Potential Benefits

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The CEO interested in tools that improve the bottom line.

IT Manager want to control their day to day fleet manage-ment

The CFO wants true cost reduction solutions

The Purchaser wants to automate the ordering process.

The value proposition of Sentry ONSITE is universal: CONTROL PRINTING COSTS.

Whether you are targeting the CEO or the Purchaser in a customer organization, the value proposition of Sentry Onsite is universal: CONTROL PRINTING COSTS.

Sentry Onsite provides a window into valuable printing information within minutes.

Sentry Onsite gives your clients the ability to to reduce their printing costs by up to 30% a year.

This is achieved through:

- Extending the life of document output devices
- Optimizing device placements
- Increasing device uptime with an overall healthier fleet
- Proactive maintenance dispatching and supplies reordering
- Transparently viewing the costs associated with each device

Who You Should Target in an Organization

The CEO

The CEO of any organization is very interested in tools that help improve their bottom line, boost productivity and create efficiencies.

Sentry Onsiteis the ideal solution for the CEO because it will allow you to monitor, manage, service and supply their entire fleet of printing devices, and ultimately boost imaging efficiencies.

The IT Manager

The IT Department does not like to waste their time on printers. Sentry Onsite can take away the pain of many mundane tasks, such as supplies ordering, maintenance scheduling, and problem diagnosis.

Sentry Onsite Print Management experts will help them in their day to day fleet

management.

The CFO

The CFO needs and wants to hear about true cost reduction solutions. Help identify the astronomical cost of printing today vs. the savings and fleet efficiencies from installing the Data Collectoin Agent; this will get their attention - fast.

The Purchaser

Be sure to let the purchaser know that Sentry Onsite will help to automate the ordering process for toner. No more contacting every department head to find out what they need, and no more frantic calls from departments that have run out of toner and need it fast.

Handling Client Questions with Tact and Finesse

Q: What will Sentry Onsite tell me about my printer fleet?

A: Sentry Onsite can collect comprehensive information from networked printing devices including:

- IP address
- Device description
- Life page count
- Color life count
- Color / monochrome identification
- Toner levels
- Error codes
- LCD reading
- Device status
- Serial number
- Asset number

Q: Will Sentry Onsite's technology gather information for devices other than printers such as copiers and MFPs?

A: Yes. Sentry Onsite's technology will be able to detect and gather information for any SNMP MIB-compliant networked printer, copier, or MFP, regardless of vendor/brand.

Q: How does Sentry Onsite's technology work?

A: Sentry Onsite's technology collects printer & copier metrics using the Data Collection Agent (DCA). The Sentry Onsite DCA is a software program that is installed on a networked computer. The DCA does not require a dedicated computer.

The DCA is scheduled to run as a Windows® service, providing the user with maximum control. It is set by default to run once an hour at which time it performs device discovery and metric data collection from print devices and sends this data

to Sentry Onsite's secure web server.
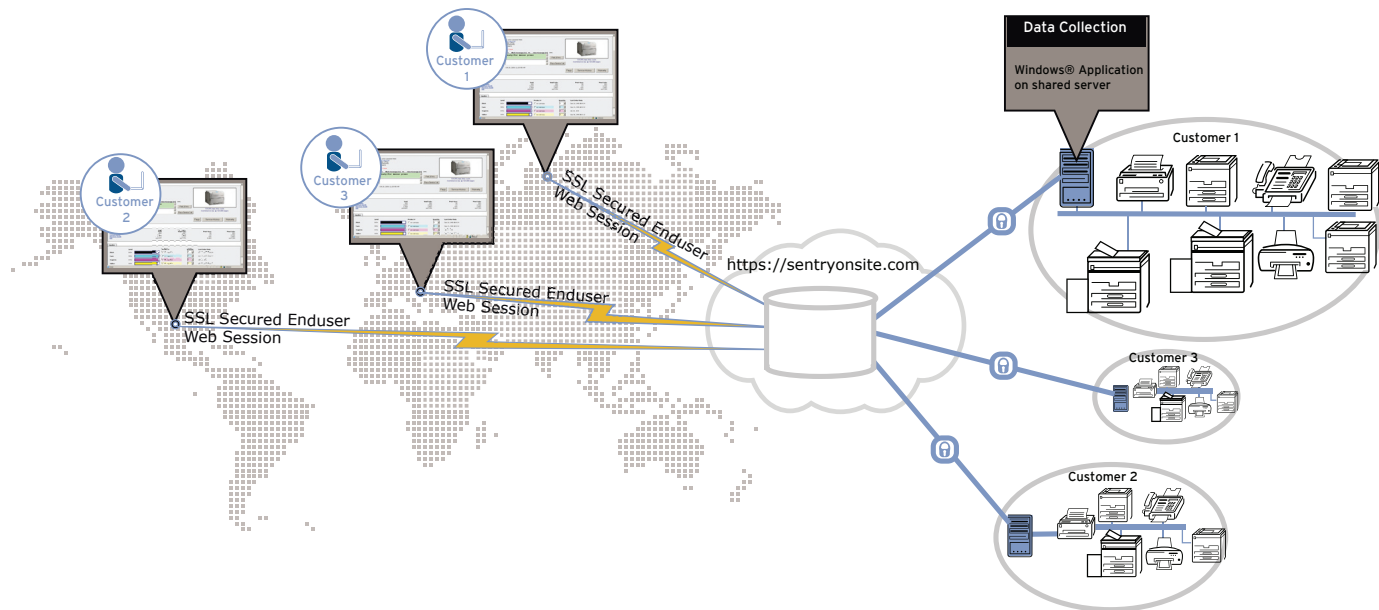
Q: Is Sentry Onsite's technology secure and reliable?

A: Yes. The following points discuss the operation and architecture of the Sentry Onsite system as it relates to security and reliability:

- The DCA collects device data using SNMP & ICMP
- The DCA uses one-way communication only
- The collected data is sent via Port 21, 80 or 443 to Sentry Onsite's secure web server.

Q: Does Sentry Onsite allow you to see my personal data?

A: No. Only operational information such as printer status, page counts, device description, error codes and supply levels are collected. The contents, title, or origin

Sentry Onsite Collects Metrics from Imaging Devices

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Q: Can you show me reports on my printing fleet usage and errors on the devices?

A: Sentry Onsite offers many reports such as:

- Asset reports: page counts, toner levels,introduction date vs. page count for each device on the network

- Error reports: low toner, no toner, paper jam, service requests, device offline, device errors

These reports can be emailed directly to any contact within the customer site (ie. The IT manager may request a copy of the error reports emailed directly to them every month, quarter, etc.)
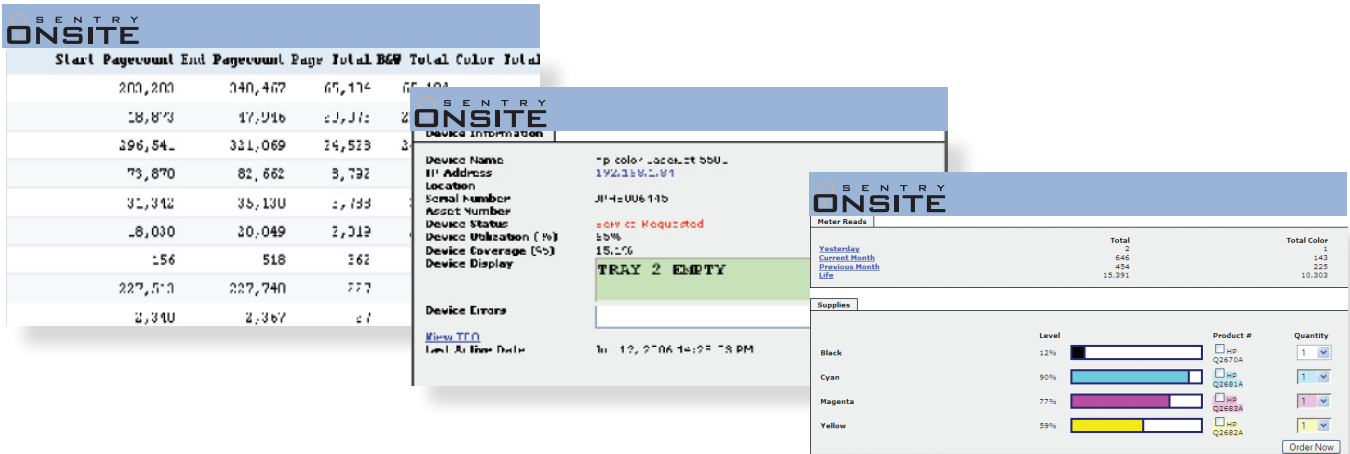
Q: I'm ready to install the software. What are the system requirements and how long will it take?

A: With no hardware required, installation of Sentry Onsite's Data Collection Agent can take as little as 5 minutes and the Sentry Onsite technical support team will walk you through the entire installation process.

Network Requirements

- TCP/IP configured
- Port 80 (HTTP), Port 443 (HTTPS) or port 21 (FTP) must be open for automatic transmission of collected data
- Hardware: Desktop computer system
- Operating System: Windows 2000/XP

System Requirements

- Network Card: 100Mbit or higher
- RAM: 256MB or higher
- Internet connected   browser with a minimum of 100Mbit NIC
- System must be powered on all the time
- Does not have to be a dedicated system

Sentry Onsite's Data Collection Agent can take as little as 5 minutes to install.

Understanding Printing Pain Points in an Organization

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Sentry Onsite will help to create new, efficient, and cost-effective processes

Sentry Onsite can cure the pain points of everyone in an organization by cutting costs and streamlining processes

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It is essential to understand the pain points of specific individuals within an organization when considering a print management solution. Sentry Onsite can cure the printing pain points of everyone in an organization by cutting costs and streamlining processes.

Consider the headache unmanaged print can create within many levels of an organization:

- **IT Manager**
- **CEO**
- **Purchaser**
- **CFO**
- **End User**

IT Manager:

Pain Points:

- They don't like dealing with printers
- They have no predictive measure for supplies and maintenance fulfillment
- They have no clear strategy to manage their fleet

The Solution:

- Sentry Onsite can help identify all of their printing devices within minutes
- Sentry Onsite can initiate maintenance and supplies fulfillment proactively, before an issue arises
- Sentry Onsite can take away the headache of managing the fleet

CEO:

Pain Points:

- There is no clear printing strategy to improve their bottom line, boost productivity, and/or create efficiencies.

The Solution:

- Sentry Onsite creates a window into their networked devices, providing opportunities to cut costs, boost productivity, and create efficiencies.

Purchaser:

Pain Points:

- They have no predictive measures for supplies orhardware ordering
- They have no strategy to help contain printing and hardware costs

CFO:

Pain Points

- Their fleet size continues to grow
- They have no way to accurately calculate how much they spend on printing
- They have no clear strategy to help control printing costs

The Solution

- Sentry Onsite can help maintain their current fleet without adding unnecessary hardware and permanently reduce their budget for IT infrastructure

The Solution:

- Through Sentry Onsite they can look at the usage of the hardware they have, and replace hardware strategically.

- Sentry Onsite can help identify exactly how much their fleet costs and how much they are printing

- They can work with the Sentry Onsite experts to develop a cost reduction strategy for their fleet

End User:

Pain Points

- They have downtime due to supplies and service issues
- They have print quality issues

The Solution:

- Through Sentry Onsite their fleet is managed, supplied, and serviced proactively, resulting in increased and efficient printing.

A Custom-Tailored Solution that's Right for You:

Sentry Onsite will provide precisely what you need to manage your documents effectively and efficiently. From one source, you get everything from a broad range of award winning products, to dedicated personal attention and responsive service, to highly trained people attuned to your specific needs, all focused on one thing - delivering the custom-tailored solution that's right for you .

Sentry Onsite will take care of your office systems and free up your valuble time to focus on other core areas of your business.