

Xerox managed print and supplies replenishment services

With Xerox print services, you can maximize your print revenues and increase customer loyalty. Whether your customer wants to completely outsource printer management or continue to manage their printers and streamline supplies replenishment, there's a powerful Xerox solution to fill their need.

Print services at a glance

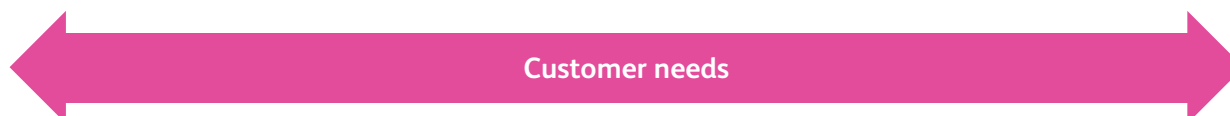
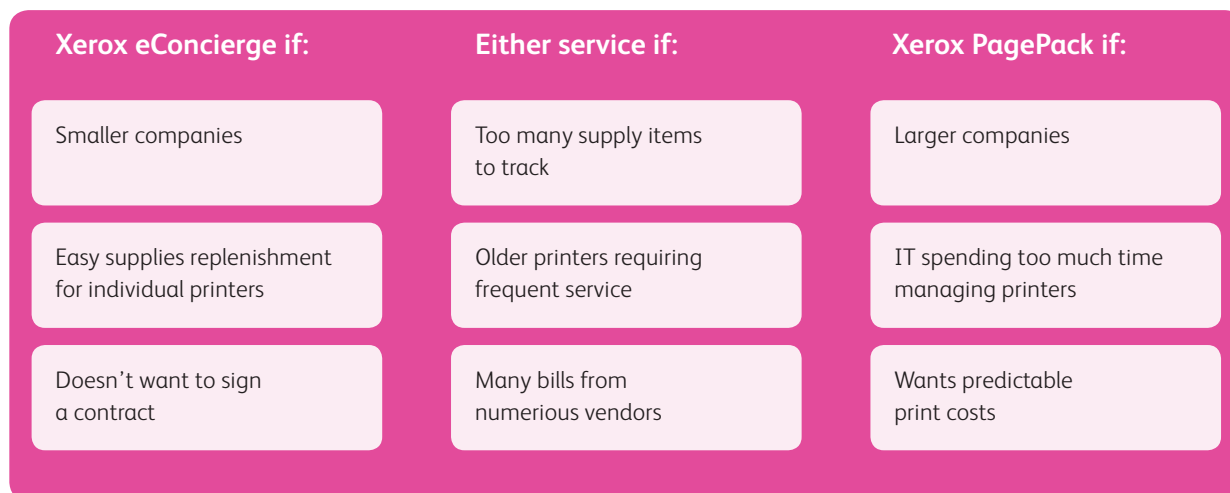
Xerox PagePack® — is a complete managed print service offering. You manage your customer's printers. Printing activity is automatically monitored. Supplies fulfillment occurs when ordered by the customer or channel partner, at no charge—supply costs are included in the cost per page. Printing costs are set for the life of the contract. You have the option to provide on-site break/fix service for your customer's printers.

Xerox eConcierge™ — is an innovative, cloud based supplies replenishment service. The customer receives a "supplies low" message. The service pre-populates a shopping cart with all the required supplies items. The customer then submits the e-commerce order to their Xerox eConcierge channel partner. There is no monthly commitment; the customer can terminate the service at any time.

Which program is right for my customer?

Xerox PagePack and Xerox eConcierge are not mutually exclusive. They're a family of services. In fact, your customer might benefit from both. This chart will help you get started positioning the services.

Xerox eConcierge, Xerox PagePack and customer needs



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Key features of Xerox eConcierge and Xerox PagePack

Program	Xerox eConcierge	Xerox PagePack
Description	Innovative supplies replenishment service plus earned loyalty rewards	Complete managed print service offering
Business size	Smaller companies.	Larger companies.
Contract required	No.	Yes, 1 to 5 years. Locks in pricing.
Supplies	Genuine Xerox supplies; OEM supplies for non-Xerox devices.	Genuine Xerox supplies; Xerox replacement cartridges for non-Xerox devices.
Device support	Network devices only.	Network and local devices.
Onsite service	Loyalty benefit: Xerox devices only.	Optional for Xerox and non-Xerox devices.
Computer environment	Windows and Macintosh.	Windows only.
Customer		
Cost basis	Costs based on current consumable price	Fixed costs for term of contract.
Cost per page	Cost per page varies based on print coverage, but no contract required.	Fixed cost per page.
Billing	Invoice per transaction.	One monthly invoice for all charges.
Partner		
Revenue basis	Revenue based on ongoing customer participation.	Predictable recurring revenue stream.
Customer device visibility through Partner Portal	Monitored devices only.	Entire network print environment, managed and unmanaged.
Supplies ordering process	Customer alerted to order supplies. Shopping cart pre-populated with required items.	Customer alerted to order supplies. Partner option to manage customer fleet and order supplies and service for customer.
Partner return	Little effort required by partner with margins typically up to 12%.	More effort required by partner with margins typically up to 40%.

Detailed reseller information for both services is available at office.xerox.com/resellers.

To sign up for Xerox eConcierge, visit: xerox.com/econciergeSignup

The Managed Print Services Community contains rich content like managed print master classes, studies and more. Visit: biztransformcenter.com

