



# **Managed Print Services**

## Document environment review



## Introduction

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At HP Partner Managed Print Services (HP P-MPS), we believe good information is the key to managing your document environment. The data compiled in this report provides the deep insight necessary to make recommendations to save your organization time and money. You can depend on HP's account managers to utilize this to make compelling recommendations on your behalf.

## Proprietary and Confidential

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This report, along with the data contained herein, are proprietary and confidential to HP and its clients. This information should not be shared outside these two parties without the express written consent of HP.

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# Document Environment Review

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**Client:** Client Name  
123 Any Street  
SLC, UT 84119

Number of Locations: 45

Contract Start Date: 10/12/2009

## Device Summary

### Total Environment

	Color	Mono	Total
Devices	105	606	711
Annualized Pages*	1,164,370	28,261,851	29,426,221

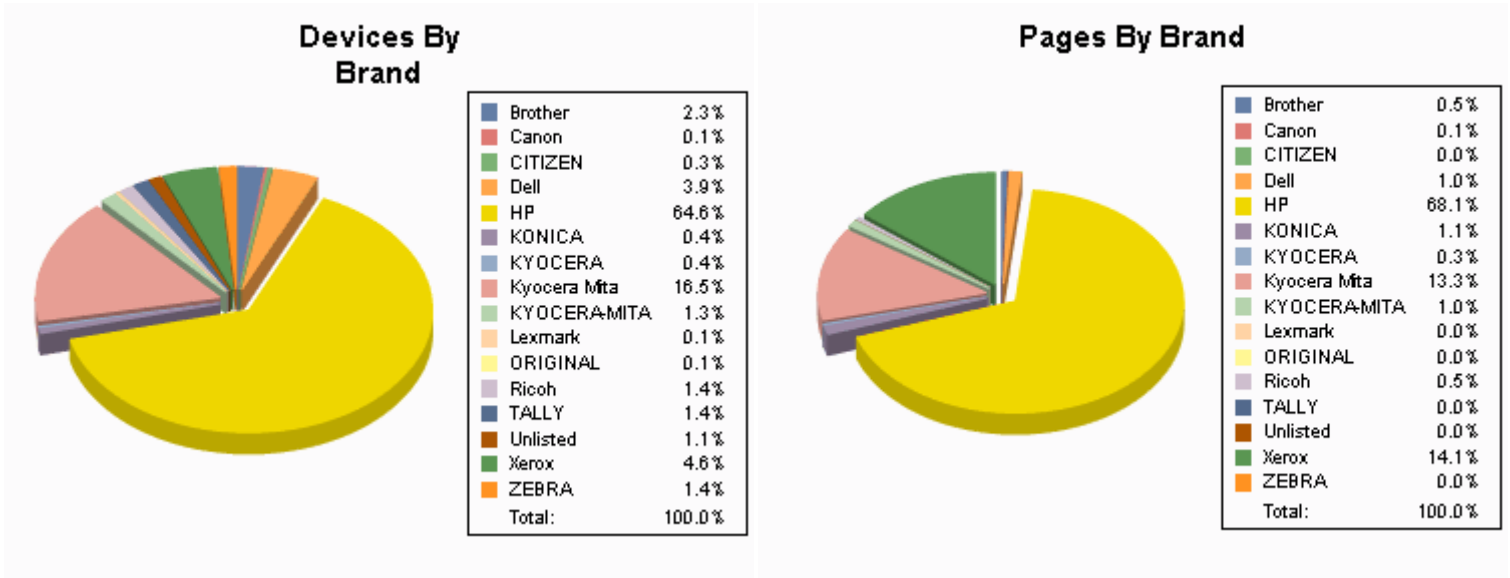
### Managed Environment

	Color	Mono	Total	% Managed
Devices	102	534	636	89.5%
Annualized Pages*	1,064,725	24,336,641	25,401,366	86.3%

\* See Glossary of Terms for definition.

# Brands

## Total Environment

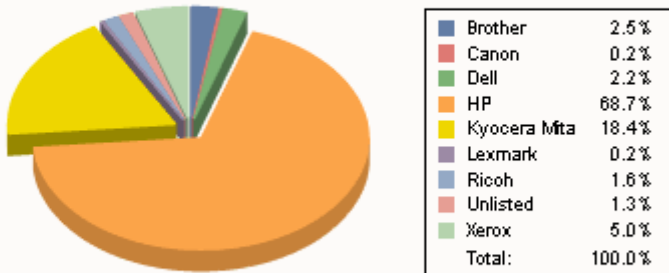


Brand	Devices			Annualized Pages *			
	Managed	Total	% Managed	Managed	Total	% Managed	
Brother	16	16		157,925	157,925	100.0%	
Canon	1	1		24,333	24,333	100.0%	
CITIZEN		2			0	0.0%	
Dell	14	28	50.0%	172,705	288,410	59.9%	
HP	437	459	95.2%	19,090,225	20,028,640	95.3%	
KONICA		3			313,900		
KYOCERA		3			80,300		
Kyocera Mita	117	117		3,926,212	3,926,212	100.0%	
KYOCERA-MITA		9			294,190		
Lexmark	1	1		2,285	2,285	100.0%	
ORIGINAL		1			0	0.0%	
Ricoh	10	10		146,486	146,486	100.0%	
TALLY		10			0	0.0%	
Unlisted		8		0	8	0.0%	
Xerox	32	33	97.0%	1,881,195	4,163,540	45.2%	
ZEBRA		10			0	0.0%	
<b>16</b>	<b>Totals:</b>	<b>636</b>	<b>711</b>	<b>89.5%</b>	<b>25,401,366</b>	<b>29,426,221</b>	<b>86.3%</b>

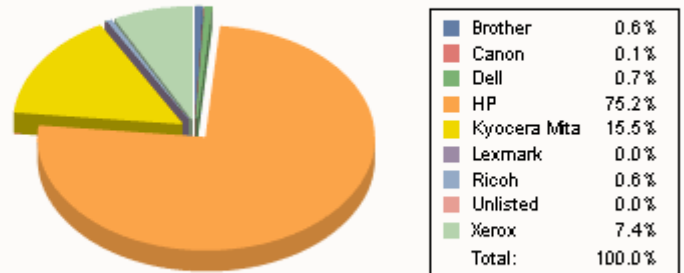
\* See Glossary of Terms for definition.

## Managed Environment

**Devices By Brand**



**Pages By Brand**



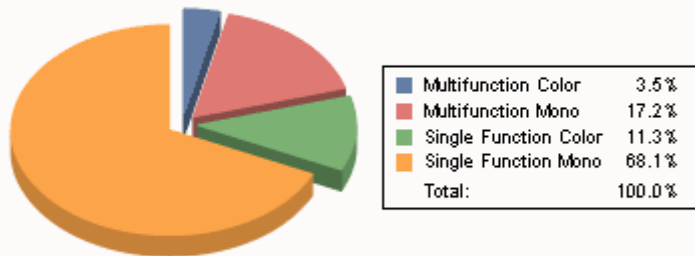
Brand	Devices	% Devices	Annualized Pages *	% Annualized Pages	
Brother	16	2.5%	157,925	0.6%	
Canon	1	0.2%	24,333	0.1%	
Dell	14	2.2%	172,705	0.7%	
HP	437	68.7%	19,090,225	75.2%	
Kyocera Mita	117	18.4%	3,926,212	15.5%	
Lexmark	1	0.2%	2,285	0.0%	
Ricoh	10	1.6%	146,486	0.6%	
Unlisted	8	1.3%			
Xerox	32	5.0%	1,881,195	7.4%	
9	<b>Totals:</b>	636	100.0%	25,401,366	100.0%

\* See Glossary of Terms for definition.

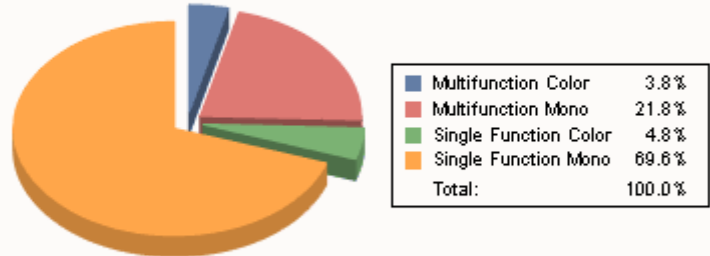
# Device Types

## Total Environment

**Devices By Type**

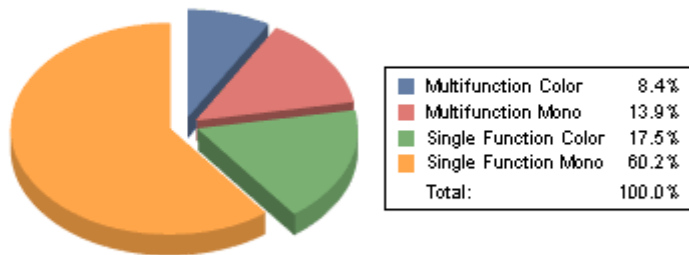


**Pages By Type**



Type	Devices			Annualized Pages *		
	Managed	Total	% Managed	Managed	Total	% Managed
Multifunction Color	24	25	96.0%	1,093,388	1,107,258	98.7%
Multifunction Mono	114	122	93.4%	5,924,580	6,407,840	92.5%
Single Function Color	78	80	97.5%	1,306,589	1,420,104	92.0%
Single Function Mono	420	484	86.8%	17,076,809	20,491,019	83.3%
<b>Totals:</b>	<b>636</b>	<b>711</b>	<b>89.5</b>	<b>25,401,366</b>	<b>29,426,221</b>	<b>86.3</b>

**Annualized Cost By Type**

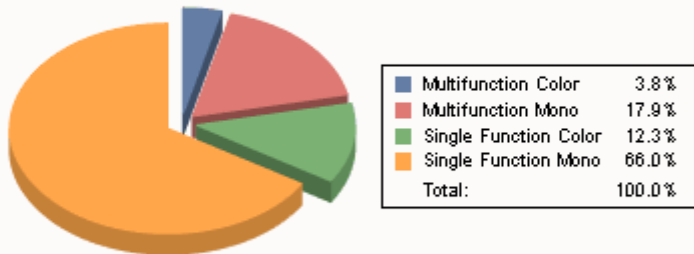


\* See Glossary of Terms for definition.

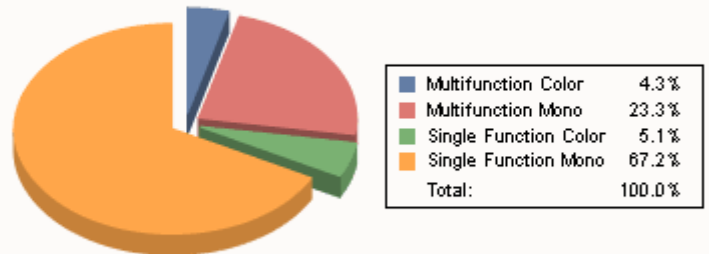


## Managed Environment

**Devices By Type**

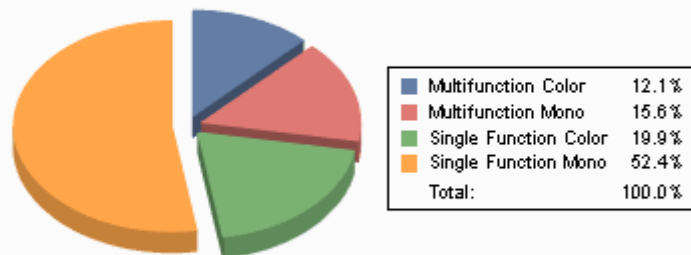


**Pages By Type**



Type	Devices	% Devices	Annualized Pages*	% Annualized Pages
Multifunction Color	24	3.8%	1,093,388	4.3%
Multifunction Mono	114	17.9%	5,924,580	23.3%
Single Function Color	78	12.3%	1,306,589	5.1%
Single Function Mono	420	66.0%	17,076,809	67.2%
<b>Totals:</b>	<b>636</b>	<b>100.0%</b>	<b>25,401,366</b>	<b>100.0%</b>

**Annualized Cost By Type**

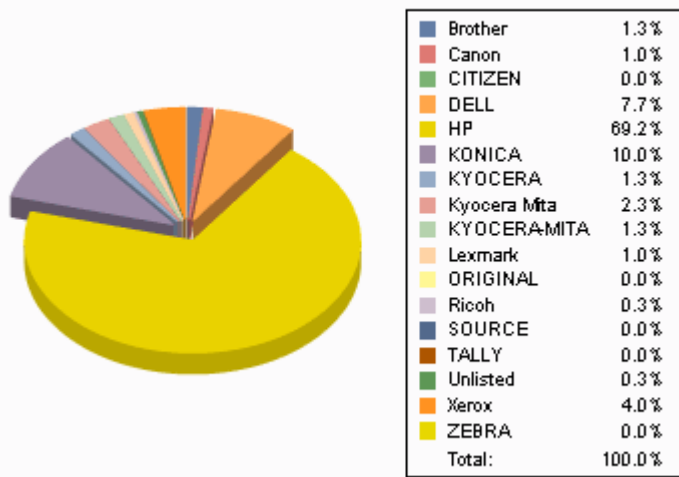


\* See Glossary of Terms for definition.

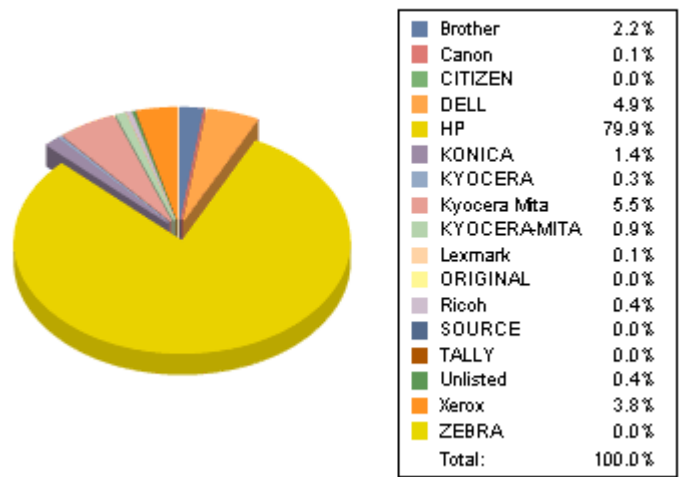
# Consumables By Brand

## Total Environment

Unique Consumables By Brand



Total Consumables By Brand

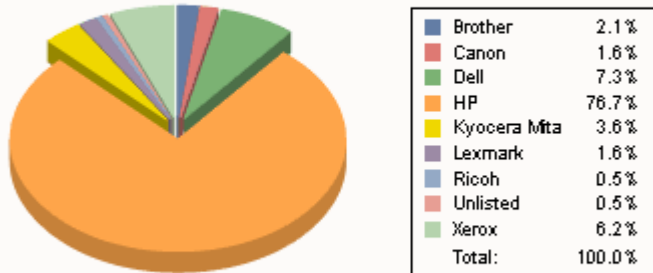


Make	Unique Consumables*			Installed Consumables*			
	Managed	Total	% Managed	Managed	Total	% Managed	
Brother	4	4	100.0%	46	46	100.0%	
Canon	3	3	100.0%	3	3	100.0%	
CITIZEN							
DELL	14	23	60.9%	67	103	65.0%	
HP	148	207	71.5%	1,594	1,681	94.8%	
KONICA		30			30		
KYOCERA		4			6		
Kyocera Mita	7	7	100.0%	116	116	100.0%	
KYOCERA-MITA		4			18		
Lexmark	3	3	100.0%	3	3	100.0%	
ORIGINAL							
Ricoh	1	1	100.0%	9	9	100.0%	
SOURCE							
TALLY							
Unlisted	1	1	100.0%	8	8	100.0%	
Xerox	12	12	100.0%	80	80	100.0%	
ZEBRA							
17	<b>Totals:</b>	193	299	64.5%	1,926	2,103	91.6%

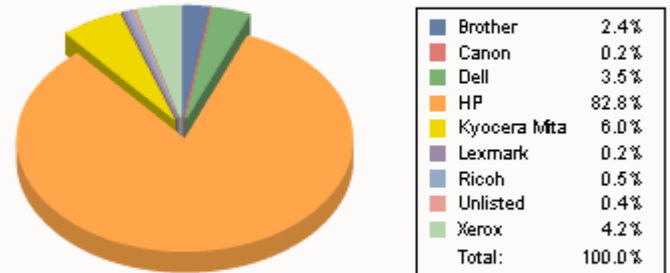
\* See Glossary of Terms for definition.

## Managed Environment

Unique Consumables By Brand



Total Consumables By Brand



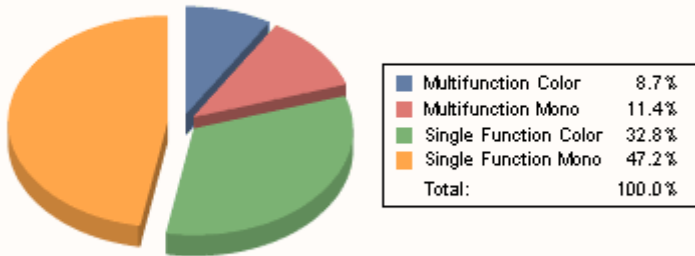
Brand	Unique Consumables*	% Consumables	Installed Consumables*	% Consumables	
Brother		2.1%	4 6	2.4%	
Canon		1.6%	3	0.2%	
Dell	14	7.3%	67	3.5%	
HP	148	76.7%	1,594	82.8%	
Kyocera Mita	7	3.6%	116	6.0%	
Lexmark		1.6%	3	0.2%	
Ricoh		0.5%	1	0.5%	
Unlisted		0.5%	1	0.4%	
Xerox	12	6.2%	80	4.2%	
9	<b>Totals:</b>	193	100.0%	1,926	100.0%

\* See Glossary of Terms for definition.

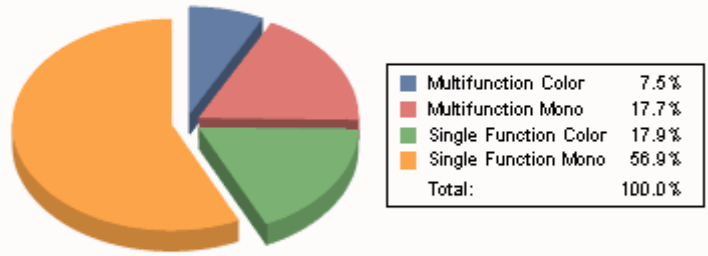
# Consumables By Device Type

## Total Environment

**Unique Consumables By Device Type**



**Total Consumables By Device Type**

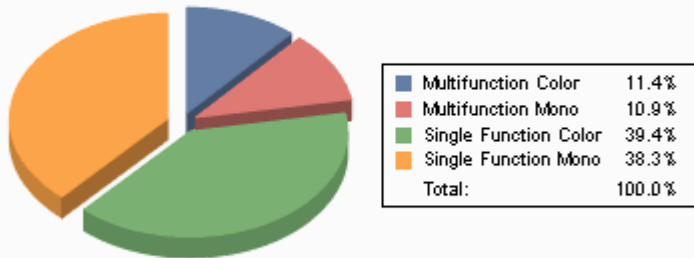


Printer Type	Unique Consumables*			Installed Consumables*		
	Managed	Total	% Managed	Managed	Total	% Managed
Multifunction Color	22	26	84.6%	154	158	97.5%
Multifunction Mono	21	34	61.8%	342	372	91.9%
Single Function Color	76	98	77.6%	354	376	94.1%
Single Function Mono	74	141	52.5%	1,076	1,197	89.9%
<b>Totals:</b>	<b>193</b>	<b>299</b>	<b>64.5%</b>	<b>1,926</b>	<b>2,103</b>	<b>91.6%</b>

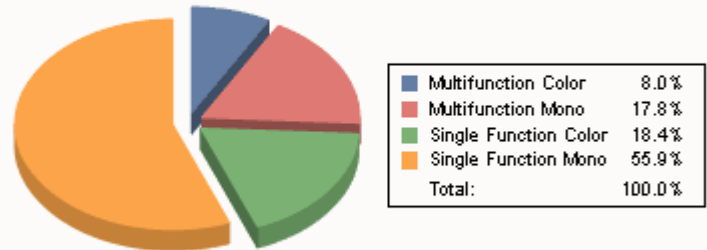
\* See Glossary of Terms for definition.

## Managed Environment

**Unique Consumables By Device Type**



**Total Consumables By Device Type**



Printer Type	Unique Consumables*	% Consumables	Installed Consumables*	% Consumables
Multifunction Color	22	11.4%	154	8.0%
Multifunction Mono	21	10.9%	342	17.8%
Single Function Color	76	39.4%	354	18.4%
Single Function Mono	74	38.3%	1,076	55.9%
<b>Totals:</b>	<b>193</b>	<b>100.0%</b>	<b>1,926</b>	<b>100.0%</b>

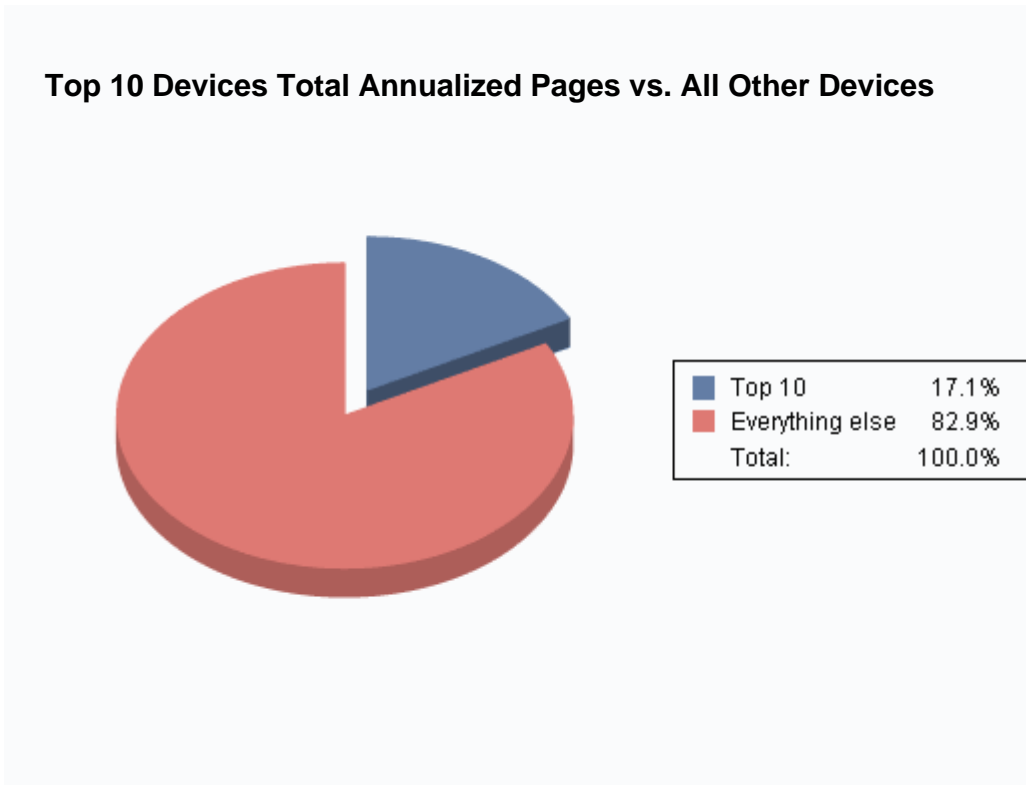
\* See Glossary of Terms for definition.

## Device Utilization

### Total Environment

#### Top 10 Devices By Annualized Pages

Device ID	Brand	Model	Printer Location	Annualized Pages *	Page Rate	
<b>Not Managed</b>	XEROX	VPPCO	PIER	VPPCOPIER	2,282,345	\$0.0000
262129	Xerox	XER WC 4150/X	Behavioral Health behind	604,966	\$0.0180	
262619	Kyocera Mita	Kyocera Mita FS	Diagnostic - Olympic Bldg 1st	312,500	\$0.0150	
305166	Xerox	Xerox ColorQube	Xerox ColorQube 9303	308,341	\$0.0394 **	
261971	HP HP	P4015x	**Mission Critical**main tower	276,020	\$0.0135	
<b>Not Managed</b>	HP LaserJet	P4015		262,800	\$0.0000	
262477	HP HP	4000	1st Floor Cashiers Office	259,202	\$0.0135	
260112	HP HP	P4015x	**Mission Critical**main tower	242,327	\$0.0135	
260115	HP HP	P4015x	**Mission Critical**main tower	240,832	\$0.0135	
261927	HP HP	M9040	ST 100 back copy room	240,690	\$0.0100	
<b>Totals:</b>					5,030,023	



\* See Glossary of Terms for definition.

\*\* Color printer - page rate is a weighted average.

## Total Environment

### Top 10 Least Busy Devices By Annualized Pages

Device ID	Brand	Model	Printer Location	Annualized Pages *	Page Rate
262746	Kyocera Mita	Kyocera Mita FS	Kyocera FS-3900DN, 1st	11	\$0.0150
256875	HP HP	CP1518ni	suite 520 David Lundin's	39	\$0.0769 **
262720	HP HP	5P	VDI-Mark Neeley Office	40	\$0.0135
262616	Xerox XER	8560DT	2nd fl CT Scan Rm 2H-7-166	51	\$0.1569 **
256876	HP HP	CP1518ni	suite 520 office of Peter	62	\$0.0806 **
262614	Brother	Bro MFC 8460N	2nd fl Birth Center	66	\$0.0300
305073	HP HP	P4015dn		74	\$0.0135
260122	HP HP	CP1518ni	TEmporarily in IT at Anthony	98	\$0.0816 **
262287	Kyocera Mita	Kyocera Mita FS	st 100 by exam room 132	99	\$0.0150
262808	Kyocera Mita	Kyocera Mita FS	1st Fl. Endoscopy -Script	116	\$0.0150
<b>Totals:</b>				656	

\* See Glossary of Terms for definition.

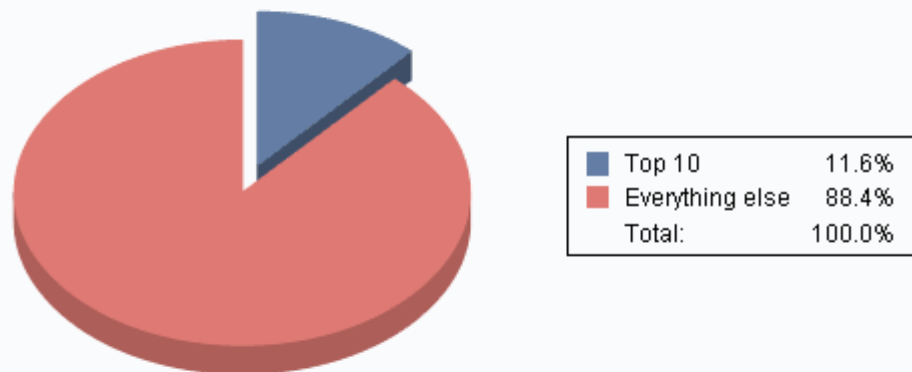
\*\* Color printer - page rate is a weighted average.

## Managed Environment

### Top 10 Devices By Annualized Pages

Device ID	Brand	Model	Printer Location	Annualized Pages *	Page Rate
262129 XER	Xerox	WC 4150/X	Behavioral Health behind	604,966	\$0.0180
262619	Kyocera Mita	Kyocera Mita FS	Diagnostic - Olympic Bldg 1st	312,500	\$0.0150
305166	Xerox	Xerox ColorQube	Xerox ColorQube 9303	308,341	\$0.0394 **
261971 HP	HP	P4015x	**Mission Critical**main tower	276,020	\$0.0135
262477	HP	HP 4000	1st Floor Cashiers Office	259,202	\$0.0135
260112 HP	HP	P4015x	**Mission Critical**main tower	242,327	\$0.0135
260115 HP	HP	P4015x	**Mission Critical**main tower	240,832	\$0.0135
261927	HP	HP M9040	ST 100 back copy room	240,690	\$0.0100
305176 HP	HP	P4015n	surgery admitting	237,602	\$0.0135
262168	Kyocera Mita	Kyocera Mita FS	Olympic Building 1st Floor,	235,601	\$0.0150
<b>Totals:</b>				2,958,081	

**Top 10 Devices Total Annualized Pages vs. All Other Devices**



\* See Glossary of Terms for definition.

\*\* Color printer - page rate is a weighted average.



## Managed Environment

### Top 10 Least Busy Devices

Device ID	Brand	Model	Printer Location	Annualized Pages *	Page Rate	
262746	Kyocera	Mita	Kyocera Mita FS	Kyocera FS-3900DN, 1st	11	\$0.0150
256875	HP		HP CP1518ni	suite 520 David Lundin's	39	\$0.0769 **
262720	HP		HP 5P	VDI-Mark Neeley Office	40	\$0.0135
262616	Xero	x	XER 8560DT	2nd fl CT Scan Rm 2H-7-166	51	\$0.1569 **
256876	HP		HP CP1518ni	suite 520 office of Peter	62	\$0.0806 **
262614	Brother		Bro MFC 8460N	2nd fl Birth Center	66	\$0.0300
305073	HP		HP P4015dn		74	\$0.0135
260122	HP		HP CP1518ni	TEmporarily in IT at Anthony	98	\$0.0816 **
262287	Kyocera	Mita	Kyocera Mita FS	st 100 by exam room 132	99	\$0.0150
262808	Kyocera	Mita	Kyocera Mita FS	1st Fl. Endoscopy -Script	116	\$0.0150
<b>Totals:</b>					656	

\* See Glossary of Terms for definition.

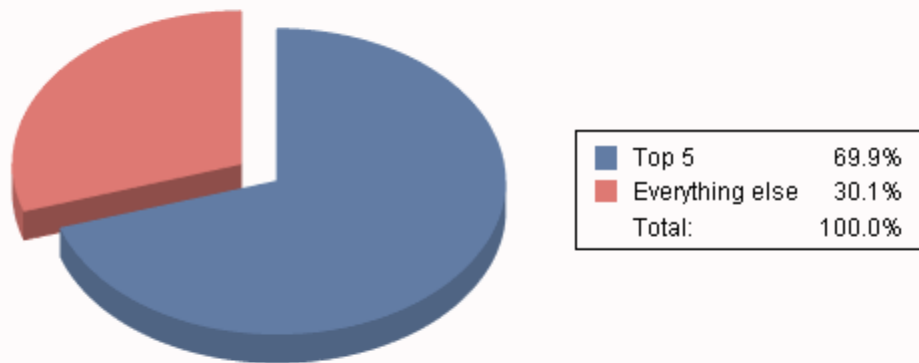
\*\* Color printer - page rate is a weighted average.

## Managed Environment

### Top 5 Locations By Annualized Pages

Address	Devices	% Total Devices	Annualized Pages*	% Total Annualized Pages
Location 1 SLC, UT	341	53.6%	13,975,826	55.0%
Location 2 SLC, UT	16	2.5%	1,060,479	4.2%
Location 3 SLC, UT	24	3.8%	969,240	3.8%
Location 4 SLC, UT	15	2.4%	890,336	3.5%
Location 5 SLC, UT	11	1.7%	859,295	3.4%
<b>Totals:</b>	<b>407</b>	<b>64.0%</b>	<b>17,755,176</b>	<b>69.9%</b>

**Top 5 Locations Total Annualized Pages vs. All Others**



\* See Glossary of Terms for definition.

## Managed Environment

### Top 10 Most Overutilized Devices

The following tables represent devices that are the most **above** or **below** their ideal utilization range, which is the annual page volume range that is ideally suited for each device. Devices well above or below this range are often not placed properly - from a performance, reliability, and/or cost perspective.

Device ID	Make	Model	Printer Location	Page Rate	Annualized Pages*	Ideal Utilization Range
262008	HP	HP 3055 AIO	st 170 rm # 1RCC-4-024	\$0.0474	58,602	2,520 to 6,720
262219	HP HP	M1522nf	**Mission Critical**Count	\$0.0135	46,720	2,880 to 7,680
305159	HP	HP M2727nf	3600 Lind ave. suite 170	\$0.0135	60,225	5,400 to 14,400
262310	HP	HP M2727nf	3rd Fl Star Clinic by	\$0.0135	59,944	5,400 to 14,400
262477	HP HP	4000	1st Floor Cashiers Office	\$0.0135	259,202	23,400 to 62,400
262711	HP	HP 3380	Talbot Plaza 1st Floor	\$0.0135	38,856	3,600 to 9,600
262296	HP	HP M3035	MAC bldg st 140	\$0.0135	137,052	27,000 to 72,000
262476	HP HP	4000	1st Floor CBO behind	\$0.0135	87,765	23,400 to 62,400
256871	HP	HP M3035xs	Offices just south of front	\$0.0135	99,186	27,000 to 72,000
262164	HP	HP 4200	2nd floor birth ctr nurse	\$0.0135	193,092	54,000 to 144,000
<b>Totals:</b>					1,040,644	

### Top 10 Most Underutilized Devices

Device ID	Make	Model	Printer Location	Page Rate	Annualized Pages*	Ideal Utilization Range
262746	Kyocera Mita	Kyocera Mita FS 3900dn	Kyocera FS-3900DN, 1st	\$0.0150	11	72,000 to 192,000
305073	HP	HP P4015dn		\$0.0135	74	81,000 to 216,000
262287	Kyocera Mita	Kyocera Mita FS 3900dn	st 100 by exam room 132	\$0.0150	99	72,000 to 192,000
262808	Kyocera Mita	Kyocera Mita FS 3900dn	1st Fl. Endoscopy -Script	\$0.0150	116	72,000 to 192,000
262679	Kyocera Mita	Kyocera Mita FS 3900dn	Kyocera FS3900DN--- 2nd fl	\$0.0150	182	72,000 to 192,000
256875	HP	HP CP1518ni	suite 520 David Lundin's	\$0.0769	39	10,800 to 28,800 **
262318	HP HP	P4015x	**Mission Critical**main	\$0.0135	349	81,000 to 216,000
256876	HP	HP CP1518ni	suite 520 office of Peter	\$0.0806	62	10,800 to 28,800 **
260133	HP	HP P4015x	4th flr main tower intensivisit	\$0.0135	481	81,000 to 216,000
262634	Kyocera Mita	Kyocera Mita FS 3900dn	Kyocera FS-3900dn, 2nd	\$0.0150	647	72,000 to 192,000
<b>Totals:</b>					2,060	

\* See Glossary of Terms for definition.

\*\* Color printer - page rate is a weighted average.

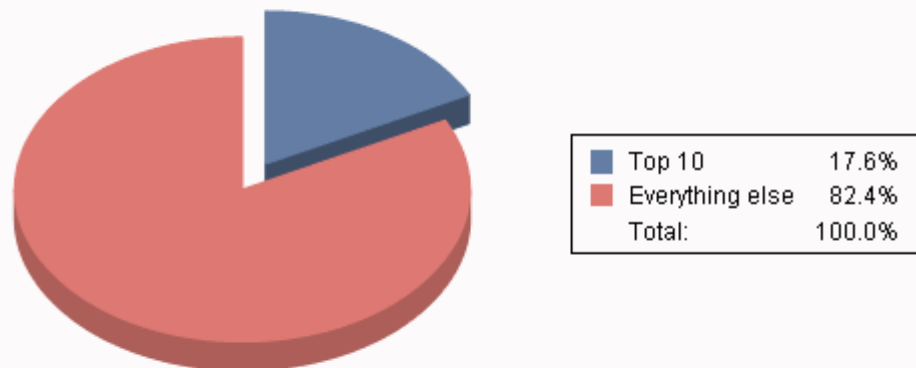
## Managed Environment

### Top 10 Devices By Annualized Cost

The table below represents devices your organization is spending the **most annually** on to operate. Reviewing these devices is important to ensure your high annualized cost of operation devices are ideally placed. Note: The annualized costs below represent operation costs only, not acquisition costs.

Device ID	Make	Model	Printer Location	Annualized Pages*	Annualized Cost*
261980	HP	HP CM6040f MFP	Triton Tower 3 6th Floor	183,660	\$15,781.75
305166	Xero x	Xerox ColorQube	Xerox ColorQube 9303	308,341	\$12,134.80
262129	Xero x	XER WC 4150/X	Behavioral Health behind	604,966	\$10,889.39
305178	HP	HP CM3530	3600 Lind Ave suite 100 Left of	91,265	\$8,373.13
261882	HP	HP CM6040 mfp	1ST FLOOR ADMIN	82,463	\$7,086.33
305184	HP	HP CP6015x		58,756	\$6,437.96
262271	HP	HP 8550dn	Count reset-Engineering office	64,454	\$6,195.09
262216	HP	HP CM6040f MFP	MISSION CRITICAL	59,939	\$5,965.16
260023	HP	HP CM3530	1st floor Inpatient pharmacy	74,890	\$4,967.87
262619	Kyocera Mita	Kyocera Mita FS	Diagnostic - Olympic Bldg 1st Fl	312,500	\$4,687.50
<b>Totals:</b>				<b>1,841,234</b>	<b>\$82,518.97</b>

**Top 10 Devices Total Annualized Cost vs. All Others**



\* See Glossary of Terms for definition.

## Managed Environment

### Top 10 Least Busy Devices By Annualized Cost

The table below represents devices your organization is spending the **least annually** on to operate. Because of their low usage, they may better be deployed in other locations, or simply removed from the fleet.

Device ID	Make	Model	Printer Location	Annualized Pages*	Annualized Cost*	
262746	Kyocera	Mita	Kyocera Mita FS	Kyocera FS-3900DN, 1st Floor	11	\$0.17
262720	HP		HP 5P	VDI-Mark Neeley Office	40	\$0.54
305073	HP		HP P4015dn		74	\$1.00
262287	Kyocera	Mita	Kyocera Mita FS	st 100 by exam room 132	99	\$1.49
262808	Kyocera	Mita	Kyocera Mita FS	1st Fl. Endoscopy -Script	116	\$1.74
262614	Brother		Bro MFC 8460N	2nd fl Birth Center NICU- Nurse	66	\$1.98
262227	Ricoh		Ricoh 1515	st 170 medical records 1st floor	135	\$2.16
262679	Kyocera	Mita	Kyocera Mita FS	Kyocera FS3900DN--- 2nd fl	182	\$2.73
305172	HP		HP CM2320n	PBX room by the dock	158	\$3.15
262835	HP		HP 4050	1st Fl Cardiopulmonary EEG Lab	241	\$3.25
<b>Totals:</b>					1,122	\$18.20

\* See Glossary of Terms for definition.

# Device Aging

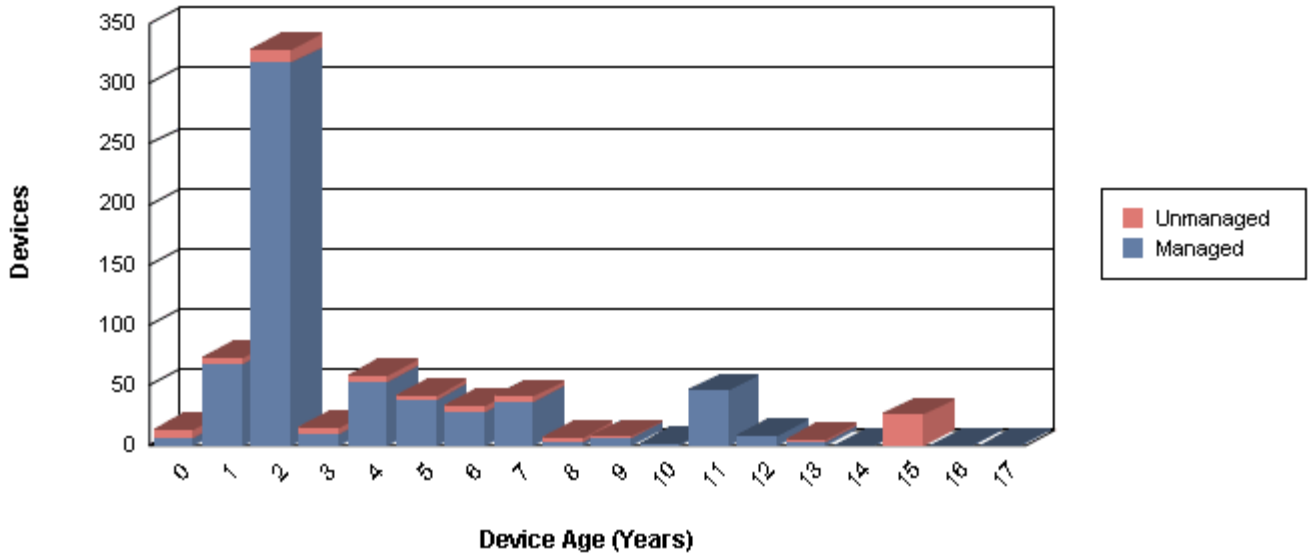
## Total Environment

### Device Aging Summary

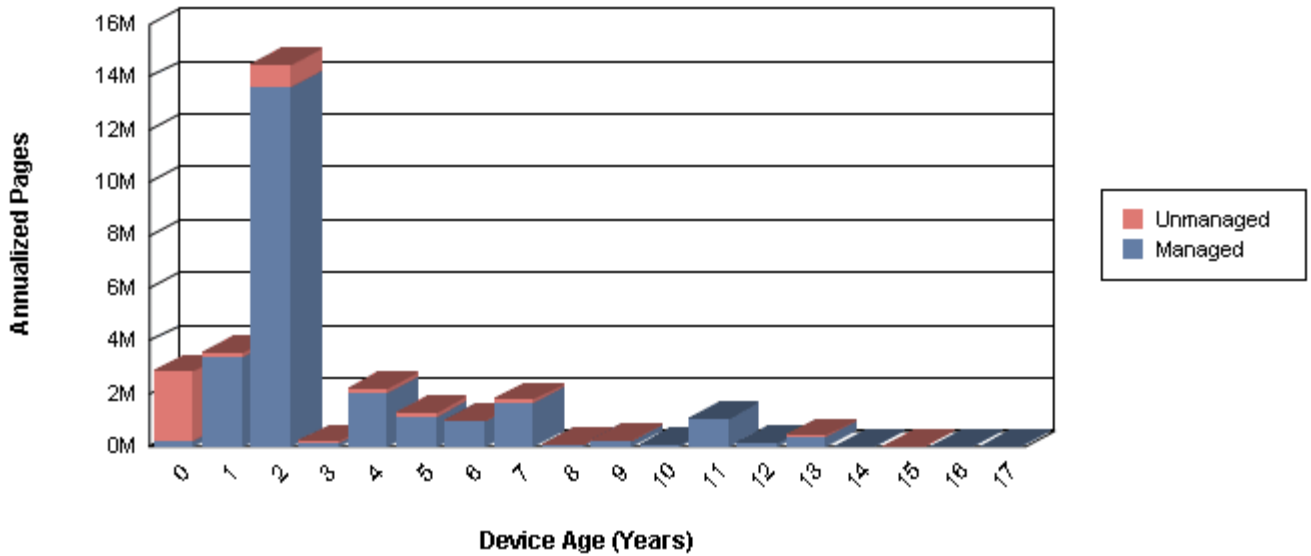
Average Age: 4.9  
Average Age (HP): 5.2

### Device & Page Age Distribution

#### Device Age Distribution



#### Annualized Page Distribution



## Total Environment

### Top 10 Newest Device(s)

Device ID	Make	Model	Printer Location	Annualized Pages *	Age* (Years)
Not Managed	DELL	2350dn Laser Printer	ET0021B7BC3560	13,505	0.00
Not Managed	HP	LaserJet M3035 MFP	NPIF6E67C	76,650	0.00
Not Managed	HP	LaserJet P4015	NPI489065	118,625	0.00
Not Managed	HP	LaserJet P4015	LabCS	8,760	0.10
Not Managed	XEROX	VPPCOPIER	VPPCOPIER	2,282,345	0.10
305073	HP	HP P4015dn		74	0.30
305182	HP	HP CM2320FXI		9,443	0.30
305184	HP	HP CP6015x		58,756	0.30
Not Managed	HP	LaserJet M4345 MFP	NPI3D8BC9	117,165	0.30
305181	HP	HP P4015		148,553	0.30
<b>Totals:</b>				<b>2,833,876</b>	

### Top 10 Oldest Device(s)

Device ID	Make	Model	Printer Location	Annualized Pages *	Age* (Years)
261893	HP	HP 4P	1st floor clinical engineering	587	17.00
262720	HP	HP 5P	VDI-Mark Neeley Office	40	16.20
Not Managed	SOURCE	Technologies	L393D3C Source	2,920	15.00
262764	HP	HP 4000tn	X RAY ROOM # 250	5,226	13.80
262295	HP	HP 4000	ST 100 BEHIND	24,880	13.40
Not Managed	DELL	2330dn Laser Printer	ET0021B7E0E2FE	730	13.30
262476	HP	HP 4000	1st Floor CBO behind	87,765	13.30
262477	HP	HP 4000	1st Floor Cashiers Office	259,202	13.20
Not Managed	HP	LaserJet 4050 Series	NPI4155F8	4,380	12.70
262312	HP	HP 4050	Birth Center Triage	56,541	12.60
<b>Totals:</b>				<b>442,271</b>	

\* Age is calculated using the printer manufacture date unless otherwise indicated.

## Managed Environment

### Top 10 Newest Devices

Device ID	Make	Model	Printer Location	Annualized Pages *	Age* (Years)
305181	HP	HP P4015		148,553	0.30
305184	HP	HP CP6015x		58,756	0.30
305182	HP	HP CM2320FXI		9,443	0.30
305073	HP	HP P4015dn		74	0.30
305166	Xero x	Xerox ColorQube	Xerox ColorQube 9303	308,341	0.50
305177	HP	HP 4345 mfp	3600 lind ave suite 110.	128,629	0.60
305170	HP	HP M4345 mfp	Valley Plaza suite 100	146,676	0.70
305160	HP	HP P4015n	Birth Center front reception	140,953	0.70
264784	HP	HP P4015n	3rd floor Admitting by room #	81,627	0.70
257191	HP	HP P4015	2nd fl nurses station under	37,071	0.70
<b>Totals:</b>				1,060,123	

### Top 10 Oldest Devices

Device ID	Make	Model	Printer Location	Annualized Pages *	Age* (Years)
261893	HP	HP 4P	1st floor clinical engineering	587	17.00
262720	HP	HP 5P	VDI-Mark Neeley Office	40	16.20
262764	HP	HP 4000tn	X RAY ROOM # 250	5,226	13.80
262295	HP	HP 4000	ST 100 BEHIND	24,880	13.40
262476	HP	HP 4000	1st Floor CBO behind	87,765	13.30
262477	HP	HP 4000	1st Floor Cashiers Office	259,202	13.20
262312	HP	HP 4050	Birth Center Triage	56,541	12.60
262760	HP	HP 4050	VMS- OHS 2nd fl - Dorris	15,247	12.20
261944	HP	HP 4050	1st floor Olympic bldg	1,741	12.20
262849	HP	HP 4050	1ST FLOOR BEHIND	73,829	12.00
<b>Totals:</b>				525,058	

\* Age is calculated using the printer manufacture date unless otherwise indicated.



## Reliability

### Managed Environment

#### Top 10 Most Reliable\* Devices

\*Most pages printed between Printer Problem (PP) or Print Quality (PQ) service visit.

Device ID	Prg**	Model	Printer Location	PP & PQ Visits	Annualized Pages**	Annualized Pages/Visit
262619	PS	Kyocera Mita FS	Diagnostic - Olympic Bldg 1st Fl	1	312,500	312,500
305155	PS	HP P4015	3600 Lind Ave suite 110	0	234,569	234,569
262222	PS	HP P4015n	3rd floor Tower ED/ER front info	1	171,995	171,995
262004	PS	HP P4015n	3rd floor Tower yellow nurses station	0	157,265	157,265
305181	PS	HP P4015		0	148,553	148,553
305160	PS	HP P4015n	Birth Center front reception	0	140,953	140,953
305177	PS	HP 4345 mfp	3600 lind ave suite 110. behind	0	128,629	128,629
260105	PS	HP P4015x	**Mission Critical**main tower 3rd flr	0	124,961	124,961
305153	PS	HP P4015dn	3915 valley professional bld retail	1	105,065	105,065
262118	PS	HP 4200	3rd floor 3D pcu cardiac care	0	92,671	92,671
<b>Totals:</b>					1,617,161	

#### Top 10 Least Reliable\* Devices

\*Least pages printed between Printer Problem (PP) or Print Quality (PQ) service visit.

Device ID	Prg**	Model	Printer Location	PP & PQ Visits	Annualized Pages**	Annualized Pages/Visit
260122	PS	HP CP1518ni	TEmporarily in IT at Anthony	5	98	19
262614	PS	Bro MFC 8460N	2nd fl Birth Center NICU- Nurse	3	66	22
305172	PS	HP CM2320n	PBX room by the dock	6	158	26
262227	PS	Ricoh 1515	st 170 medical records 1st floor	5	135	27
261945	PS	HP M2727nf	Count reset 4/2011-2nd floor room #	10	357	35
262287	PS	Kyocera Mita FS	st 100 by exam room 132	2	99	49
260016	PS	HP M3035	2nd floor west 2h-1-077	4	862	215
261901	PS	HP M1522nf	2nd floor surgery offices across from	5	1,526	305
262601	PS	Bro MFC 8460N	Bro MFC 8460N, 2nd Floor IRCU	1	320	320
262170	PS	HP 4650	nuclear medicine 2nd floor	3	970	323
<b>Totals:</b>					4,591	

\*\* See Glossary of Terms for definitions.

## Device Watchlist

### Managed Environment

The following table represents devices that appear on two or more of the top 10 reports. This assists you in paying closer attention to the devices that may need to be repositioned or replaced.

Device ID	Make	Model	Serial Number	Annualized Pages*	Oldest Device	Over Utilized	Higest Cost	Busiest Device	Least Reliable
262477	HP	HP 4000	USMB338513	259,202	✓	✓		✓	
262476	HP	HP 4000	USMC117115	87,765	✓	✓			
262619	Kyocera Mita	Kyocera Mita FS 4000dn	JXPK6Z08543	312,500			✓	✓	
262129	Xerox	XER WC 4150/X	L99043410	604,966			✓	✓	
305166	Xerox	Xerox ColorQube 9303	XNE126111	308,341			✓	✓	

\* See Glosary of Terms for definitions.

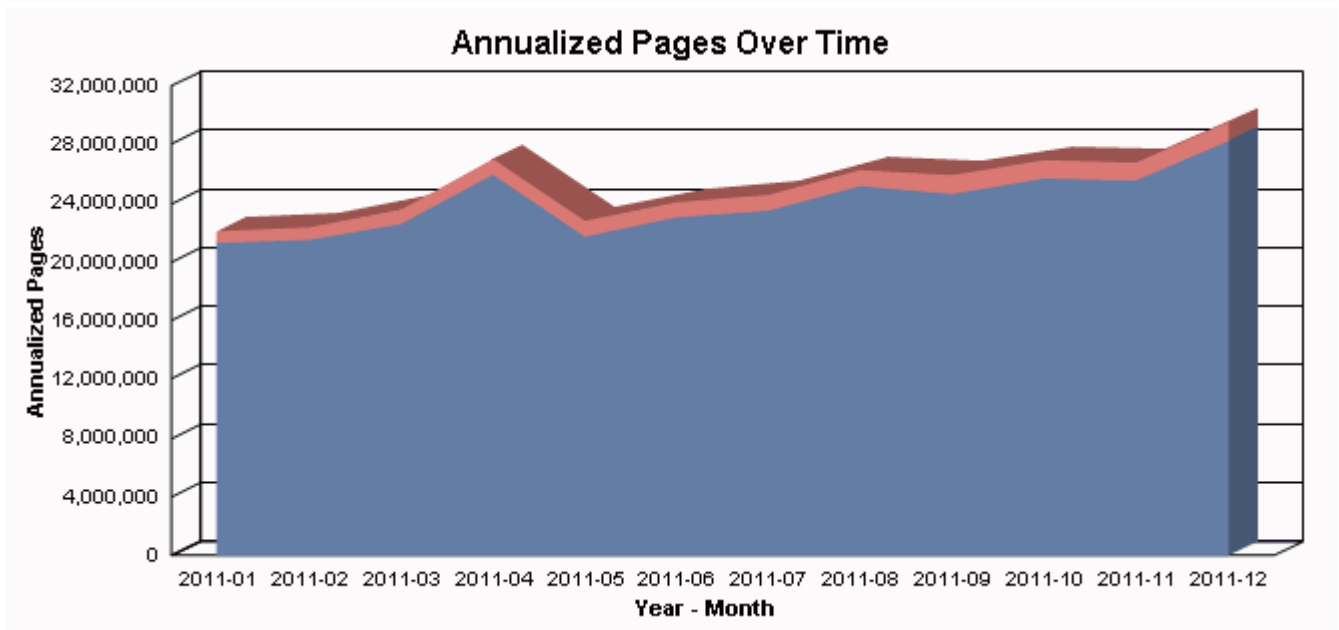
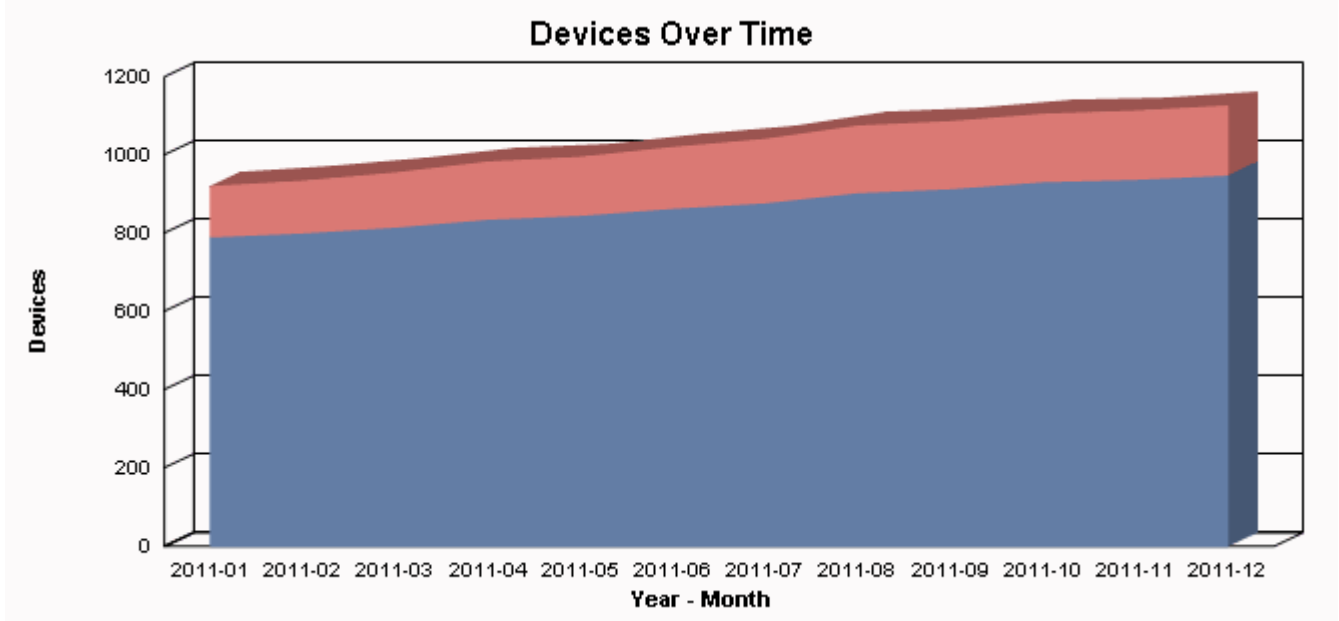
# Environment Trend

## Total Environment

### Summary Since 6/16/2011

Beginning Devices:	1,018
Devices Added:	61
Devices Retired:	144
Net Change:	-83
Ending Devices:	711

## Devices And Pages



## Total Environment

### Missing or Non-Reporting Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen or Reported
256886	HP PS		HP 4240n	Instrument Central	2,429	04/04/2011
259875	Kyocera PS		Mita Kyocera Mita FS	NWP 1st floor office #	3,534	10/25/2010
260123	HP PS		HP P4015x	IT	146,005	05/16/2011
260127	HP PS		HP CM1312nfi MFP	Not In Use-3rd Fl Admitting	60,621	12/21/2010
261806	Unlisted INV		Unlisted Mono	Off Program	29,901	06/01/2010
261831	Ricoh PS		Ricoh 1515	administration	55,526	09/17/2010
261861	Kyocera PS		Mita Kyocera Mita FS	Not In Use-Cardio	42,484	11/30/2010
261896	Xero PS	x	XER WC 4150/X	NIU 04/27/11 - 3915 blg st	14,417	03/09/2011
261897	Ricoh PS		Ricoh 1515	2ND floor Urgent care	8,155	04/12/2011
261900	Xero INV	x	XER WC 4118x	Off Program 5/9/2011 - 2nd	11,071	04/21/2011
261908	Dell INV		Dell 1320c	Off Program	0	05/16/2011
261960	HP PS		HP CM4730 mfp	st 160 reception	19,446	05/27/2011
262053	HP PS		HP P3005	1st fl pharmacy main area	136,374	03/17/2011
262055	Kyocera INV		Mita Kyocera Mita FS	Duplicate-st 401 sw corner	34,608	07/15/2010
262056	HP PS		HP 4050	st 401 nw corner	19,345	04/10/2010
262058	Kyocera INV		Mita Kyocera Mita FS	Duplicate-st 401 north ctr	27,287	07/15/2010
262059	HP INV		HP 4050	Off Program	122,122	03/31/2011
262065	Xero PS	x	XER 3635 MFP	Ste 401	53,863	05/19/2011
262067	Kyocera INV		Mita Kyocera Mita FS	Duplicate-st 401 east nurse	20,520	01/19/2010
262072	HP INV		HP 4101 mfp	Off Program 12/9/10- 2nd	34,589	12/09/2010
262074	Xero PS	x	XER WC 4150/XF	NIU 04/27/11 - Day surgery	28,670	02/11/2011
262076	Kyocera PS		Mita Kyocera Mita FS	Not In Use	34,064	05/03/2010
262095	Kyocera INV		Mita Kyocera Mita FS	Duplicate-east of reception	23,042	04/26/2010
262109	HP PS		HP 4050	NIU 1/17/11 - MAC BLDG st	78,359	12/02/2010
262127	Dell INV		Dell 1320c	Off Program	5,344	05/17/2011
262146	Xero PS	x	XER WC 4150/C	Not In Use-Ste 170 2nd Fl	64,099	09/29/2010
262149	Xero PS	x	XER WC 4150/X	2nd Fl	6,710	04/22/2011
262150	Kyocera PS		Mita Kyocera Mita FS	Not In Use-ST 170	82,778	09/23/2010
262160	Kyocera PS		Mita Kyocera Mita FS	NIU 12/27/10 - 3rd Fl	230,169	08/20/2010
262161	HP INV		HP 4345xm mfp	**Off	119,209	02/19/2010
262182	Kyocera PS		Mita Kyocera Mita FS	NIU 04/27/11 - 1ST floor	47,779	04/26/2010
262197	Kyocera PS		Mita Kyocera Mita FS	Not In Use 04/27/11 - 2nd Fl	104,055	04/04/2011
262199	Kyocera PS		Mita Kyocera Mita FS	2nd floor Birth Center	152,489	06/09/2011
262200	Kyocera PS		Mita Kyocera Mita FS	Pharmacy	45,724	04/15/2011
262202	Kyocera PS		Mita Kyocera Mita FS	nurses station	38,683	05/20/2011
262213	HP INV		HP 4000	Off Program 12/9/10-Valley	8,976	12/09/2010
262229	Ricoh INV		Ricoh 1515	Off Program 5/6/2011 - Ste	63,287	05/05/2011
262238	HP PS		HP M5035	ST 100 RM 1RCC-1-016	9,641	05/11/2011
262278	HP PS		HP 4200	1ST floor shipping/receiving	161,330	05/03/2010
262289	Dell ES		Dell 1320c	2nd floor surgery dept rm	2,744	05/20/2011
262316	Kyocera INV		Mita Kyocera Mita FS	Off Program 4/7/2011 - Ste	114,773	04/07/2011
262357	Kyocera PS		Mita Kyocera Mita FS	Kyocera FS-3900DN,	19,751	06/10/2011

## Total Environment

### Missing or Non-Reporting Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen or Reported
262446	HP PS		HP 4050	NIU 1/17/11 - Phone	68,794	08/04/2010
262466	HP PS		HP 4050	main hospital 1st floor	7,190	03/29/2010
262469	HP PS		HP 4050	1st fl RCC- HIM, south wall	670	06/08/2011
262522	Xero INV	x	XER WC 4150/C	DuplicateFile Room	89,890	02/02/2010
262558	HP PS		HP 4050	Breast Ctr Rm 470 Consult	37,595	10/14/2010
262588	HP PS		HP 4050	Breast Center Library next to	757	01/17/2011
262613	Kyocera PS	Mita	Kyocera Mita FS	NIU 12/27/10 - Kyocera	20,148	08/18/2010
262637	HP PS		HP 8100	2nd FI Lab 2H-7-062D	199,995	03/04/2010
262639	HP PS		HP 4050	NIU 12/27/10 - 2nd FI Small	15,369	08/08/2010
262644	HP PS		HP 6P	3rd floor Anesthesia office	2,760	10/26/2010
262651	Kyocera PS	Mita	Kyocera Mita FS	Kyocera FS-3900DN, 2nd	3,302	06/08/2011
262658	HP INV		HP 2830 All-in-One	Off Program	0	10/12/2010
262668	HP PS		HP 4050	NUI 12/27/10 - Medical	25,670	07/15/2010
262673	HP INV		HP 4240	Duplicate-central processing	18,478	12/09/2010
262685	HP PS		HP 8100	Not In Use 12/27/10 - 2nd	224,761	09/15/2010
262687	Kyocera PS	Mita	Kyocera Mita FS	3rd floor surgery admitting1	50,717	06/15/2010
262691	HP PS		HP 4000	NIU 12/27/10 - 1st FI	24	05/13/2010
262705	Kyocera PS	Mita	Kyocera Mita FS	NIU 1/17/11 - Kyocera	14,892	08/27/2010
262707	Kyocera INV	Mita	Kyocera Mita FS	Duplicate-Kyocera	66,952	07/15/2010
262708	HP INV		HP 4000	Off Program	3,256	03/30/2011
262713	Xero PS	x	XER WC 4118x	Not In	25,818	10/25/2010
262714	HP PS		HP 4050	OHS Rm IRCC-4-048	9,684	04/25/2011
262721	Dell INV		Dell 3130cn	Off Program	28,322	06/08/2011
262726	Kyocera PS	Mita	Kyocera Mita FS	Count Reset-2nd FI Birth	242,941	12/27/2010
262736	HP PS		HP 4050	1st Floor Admin Chris	17,312	03/09/2010
262744	HP PS		HP 4050	NIU 04/27/11 - 1st FI NWA	12,674	05/26/2010
262750	HP PS		HP 4050	NIU 04/27/11 - 1st Floor	18,926	02/16/2010
262781	HP PS		HP 4050	Ground Floor Rehab Area	4,605	01/20/2011
262787	Kyocera INV	Mita	Kyocera Mita FS	Duplicate-2nd floor	8,945	07/19/2010
262794	HP PS		HP 4050	Ground Floor Rehab Area	12,856	03/01/2011
262809	HP PS		HP 4101 mfp	Not In Use-12/27/10 - 1st FI	54,604	10/15/2010
262814	HP PS		HP 4050	NIU 12/27/10 - 1st fl	11,198	06/20/2010
262815	HP PS		HP 4240	1st fl Enviromental Services	15,070	06/14/2011
262816	HP PS		HP 4050	NIU 04/27/11 - 1st FI Bio	5,906	06/20/2010
262833	HP PS		HP 4050n	NIU 04/27/11 - 1st FI	27,809	06/21/2010
262844	HP PS		HP 4050	1st Floor Admin Finance	1,063	07/22/2010
262847	HP PS		HP 4000	Room GN-1-028	835	01/17/2011
262852	HP PS		HP 4240	1ST Floor Nurse's Station	6,974	10/21/2010
262854	HP PS		HP 4200	SUITE 200 URGENT CARE	1,804	12/17/2010
264539	HP PS		HP CM1312nfi MFP	Off Program	4,015	01/18/2011
Not Matched	N/A	BROTHER	HP LaserJet 4050	8550	1,095	01/13/2010
Not Matched	N/A	DELL	2330dn Laser	6087	7,665	10/20/2009

## Total Environment

### Missing or Non-Reporting Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen or Reported
Not Matched	N/A	DELL	2330dn Laser	ET0021B7E012EB	11,315	11/28/2011
Not Matched	N/A	DELL	3130cn Color Laser	DELL8E81D3	22,630	06/08/2011
Not Matched	N/A	DELL	3130cn Color		4,015	12/15/2009
Not Matched	N/A	DELL	Color Laser 1320c	DELL7344AA	0	11/17/2011
Not Matched	N/A	DELL	Color Laser 1320c		1,460	02/25/2010
Not Matched	N/A	DELL	Laser Printer 1710n	7071	365	03/18/2010
Not Matched	N/A	HP	Color LaserJet	7236	6,935	10/18/2010
Not Matched	N/A	HP	color LaserJet 5550	NPIF36862	107,310	10/12/2011
Not Matched	N/A	HP	Color LaserJet	8431	3,285	04/27/2010
Not Matched	N/A	HP	Color LaserJet	NPI73E93D	13,505	11/07/2011
Not Matched	N/A	HP	Color LaserJet		25,550	09/24/2010
Not Matched	N/A	HP	Color LaserJet		2,920	12/23/2009
Not Matched	N/A	HP	Color LaserJet		45,990	12/16/2010
Not Matched	N/A	HP	Deskjet 6940 series	HP352D6F	730	01/12/2011
Not Matched	N/A	HP	Deskjet 6980 series		365	01/14/2010
Not Matched	N/A	HP	LaserJet 1320	Talbot Professional ctr 5th	9,125	11/16/2009
Not Matched	N/A	HP	LaserJet 4000	8531	110,595	10/26/2010
Not Matched	N/A	HP	LaserJet 4050		1,825	04/26/2010
Not Matched	N/A	HP	LaserJet 4050	7149	79,205	12/02/2010
Not Matched	N/A	HP	LaserJet 4050	8680	17,885	07/26/2010
Not Matched	N/A	HP	LaserJet 4050	7000	12,045	08/11/2010
Not Matched	N/A	HP	LaserJet 4050	7111	27,375	06/24/2010
Not Matched	N/A	HP	LaserJet 4050		7,300	05/03/2010
Not Matched	N/A	HP	LaserJet 4050	8437	4,745	06/23/2010
Not Matched	N/A	HP	LaserJet 4050	7395	17,155	04/15/2010
Not Matched	N/A	HP	LaserJet 4200	7365	730	10/07/2010
Not Matched	N/A	HP	LaserJet 4200		2,101,670	04/28/2010
Not Matched	N/A	HP	LaserJet 4200		45,990	04/20/2010
Not Matched	N/A	HP	LaserJet 4200	NWMBFMGL01	95,630	07/26/2011
Not Matched	N/A	HP	LaserJet 4200	8480	133,955	05/10/2010
Not Matched	N/A	HP	LaserJet 4240	8561	3,650	11/08/2010
Not Matched	N/A	HP	LaserJet 4240	QBS3339	21,900	11/18/2011
Not Matched	N/A	HP	LaserJet 4240		11,315	04/27/2010
Not Matched	N/A	HP	LaserJet 4250	8531	193,085	02/09/2010
Not Matched	N/A	HP	LaserJet 8100	8485	225,935	09/15/2010
Not Matched	N/A	HP	LaserJet M2727nf	NPIA105E4	24,455	11/18/2011
Not Matched	N/A	HP	LaserJet M3035		2,920	09/08/2010
Not Matched	N/A	HP	LaserJet M4345		68,620	02/19/2010
Not Matched	N/A	HP	LaserJet M9040	NPIF4A178	169,360	11/23/2011
Not Matched	N/A	HP	Officejet 6300		1,460	04/21/2010
Not Matched	N/A	HP	Officejet 6300		1,460	03/23/2010
Not Matched	N/A	HP	Officejet 6300		1,095	02/10/2010

## Total Environment

### Missing or Non-Reporting Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen or Reported
Not Matched	N/A	HP	Officejet 6300		730	09/13/2010
Not Matched	N/A	HP	Officejet 6300		365	04/21/2010
Not Matched	N/A	HP	Officejet 6300	HP5494B7	4,380	11/21/2011
Not Matched	N/A	HP	Officejet 6300		1,460	11/09/2010
Not Matched	N/A	HP	Officejet 6300	HP44831D	1,095	02/18/2011
Not Matched	N/A	KONICA	7135		67,525	05/04/2010
Not Matched	N/A	KONICA	7135		6,205	12/09/2009
Not Matched	N/A	KONICA	7145		41,245	02/09/2010
Not Matched	N/A	KONICA	7145		83,585	02/09/2010
Not Matched	N/A	KONICA	MINOLTA 350		158,045	06/30/2010
Not Matched	N/A	KONICA	MINOLTA 350		86,870	11/17/2010
Not Matched	N/A	KONICA	MINOLTA 350		17,520	10/26/2010
Not Matched	N/A	KONICA	MINOLTA 350		35,770	10/27/2010
Not Matched	N/A	KONICA	MINOLTA bizhub		182,135	02/24/2010
Not Matched	N/A	KYOCERA	2GP-40		106,945	09/22/2010
Not Matched	N/A	KYOCERA	2GP-40		76,285	07/20/2010
Not Matched	N/A	KYOCERA	CS-4050		7,665	08/26/2010
Not Matched	N/A	KYOCERA	CS-4050		15,695	07/20/2010
Not Matched	N/A	KYOCERA	CS-4050		60,225	11/09/2010
Not Matched	N/A	KYOCERA	CS-4050		53,290	11/09/2010
Not Matched	N/A	KYOCERA	CS-4050		301,125	09/01/2010
Not Matched	N/A	KYOCERA	FS-1900		9,490	11/29/2009
Not Matched	N/A	KYOCERA	FS-3830N		15,695	12/02/2010
Not Matched	N/A	KYOCERA	FS-3830N		31,390	10/16/2009
Not Matched	N/A	KYOCERA	FS-3900DN 8480		54,385	04/28/2010
Not Matched	N/A	KYOCERA	FS-3900DN		222,285	05/04/2010
Not Matched	N/A	KYOCERA	FS-3900DN 7035		33,580	05/03/2010
Not Matched	N/A	KYOCERA	FS-4000DN 8514		34,310	10/27/2010
Not Matched	N/A	KYOCERA	FS-4000DN 8561		234,695	03/17/2010
Not Matched	N/A	KYOCERA	FS-4000DN		120,815	02/25/2010
Not Matched	N/A	KYOCERA	FS-4000DN 7236		2,555	04/20/2010
Not Matched	N/A	KYOCERA	FS-4000DN 8562		104,025	03/22/2010
Not Matched	N/A	KYOCERA	FS-4020DN 7000		84,680	08/18/2010
Not Matched	N/A	KYOCERA	Printing System (U)		47,815	07/20/2010
Not Matched	N/A	KYOCERA	Printing System (U)		9,855	07/20/2010
Not Matched	N/A	LEXMARK	T630 8665		32,850	10/27/2010
Not Matched	N/A	LEXMARK	T642 8665		31,390	10/27/2010
Not Matched	N/A	OKI DATA	C3530 MFP		365	09/07/2010
Not Matched	N/A	RICOH	Aficio 1515		60,590	11/10/2010
Not Matched	N/A	RICOH	Aficio 1515		20,440	12/11/2009
Not Matched	N/A	RICOH	Aficio 1515		20,805	07/28/2010
Not Matched	N/A	RICOH	Aficio 1515		10,220	03/11/2010

## Total Environment

### Missing or Non-Reporting Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen or Reported
Not Matched	N/A	RICOH	Aficio 1515		71,540	10/18/2010
Not Matched	N/A	RICOH	Aficio 1515		19,710	03/04/2010
Not Matched	N/A	RICOH	Aficio AP410N	RICOH Aficio AP410N	22,995	10/14/2011
Not Matched	N/A	XEROX		XR0000aaa42585	17,155	04/29/2011
Not Matched	N/A	XEROX	4127		912,500	05/05/2010
Not Matched	N/A	XEROX	DC-260-7928E4		166,440	06/20/2011

\* See Glossary of Terms for definitions.



# Managed Environment

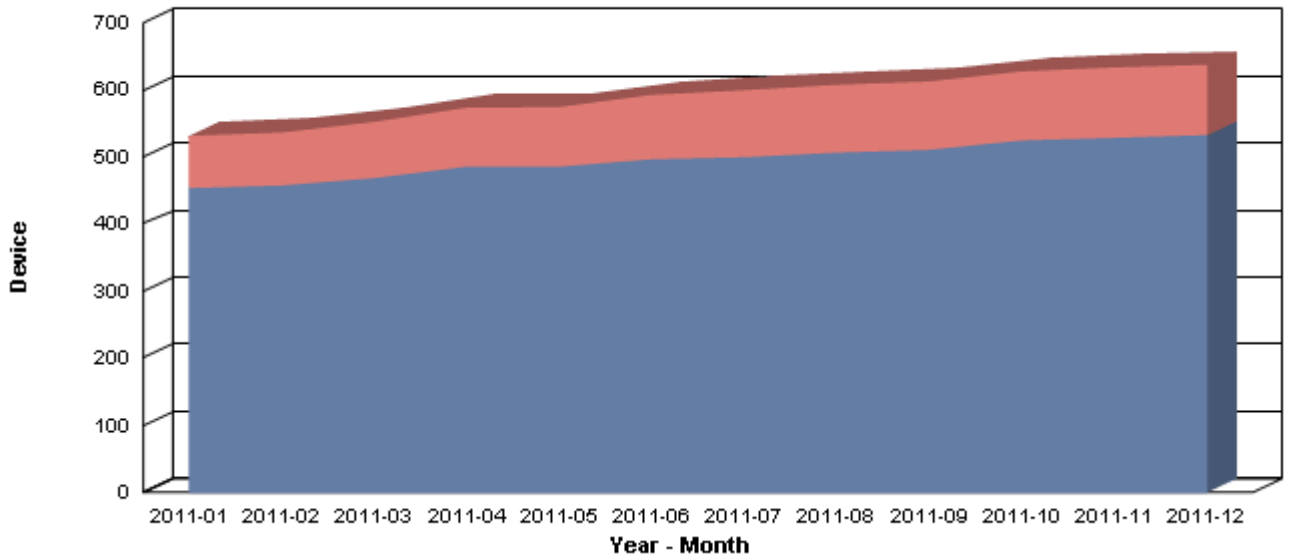
## Summary Since 6/16/2011

Beginning Devices: 591  
Devices Added: 86  
Devices Retired: 41  
Net Change: 45  
Ending Devices: 636

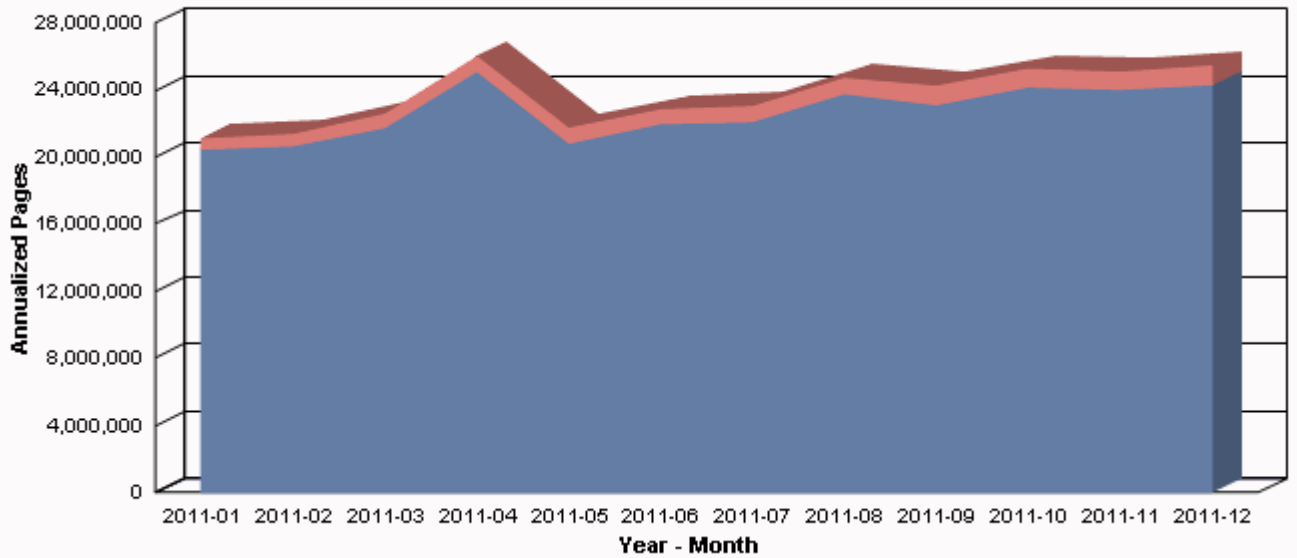


## Device And Pages

### Devices Over Time



### Annualized Pages Over Time



## Managed Environment

### Missing Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system or the device has not been seen in the past six months.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen
262637	HPPS		HP 8100	2nd FI Lab 2H-7-062D	199,995	03/04/2010
262639	HPPS		HP 4050	NIU 12/27/10 - 2nd FI Small	15,369	08/08/2010
262651	Kyocera	Mita	Kyocera Mita FS	Kyocera FS-3900DN, 2nd FI	3,302	06/08/2011
262613	Kyocera	Mita	Kyocera Mita FS	NIU 12/27/10 - Kyocera	20,148	08/18/2010
262644	HPPS		HP 6P	3rd floor Anesthesia office rm#	2,760	10/26/2010
262668	HPPS		HP 4050	NUI 12/27/10 - Medical Imaging	25,670	07/15/2010
262685	HPPS		HP 8100	Not In Use 12/27/10 - 2nd	224,761	09/15/2010
262809	HPPS		HP 4101 mfp	Not In Use-12/27/10 - 1st FI	54,604	10/15/2010
262691	HPPS		HP 4000	NIU 12/27/10 - 1st FI	24	05/13/2010
262816	HPPS		HP 4050	NIU 04/27/11 - 1st FI Bio	5,906	06/20/2010
262658	HPINV		HP 2830 All-in-One	Off Program 10/21/2010 - Mac	220	10/12/2010
262687	Kyocera	Mita	Kyocera Mita FS	3rd floor surgery admitting1 by	50,717	06/15/2010
262833	HPPS		HP 4050n	NIU 04/27/11 - 1st FI	27,809	06/21/2010
262673	HPINV		HP 4240	Duplicate-central processing 1st	18,478	12/09/2010
262814	HPPS		HP 4050	NIU 12/27/10 - 1st fl	11,198	06/20/2010
262815	HPPS		HP 4240	1st fl Enviromental Services 2nd	15,070	06/14/2011
262844	HPPS		HP 4050	1st Floor Admin Finance Office	1,063	07/22/2010
262744	HPPS		HP 4050	NIU 04/27/11 - 1st FI NWA	12,674	05/26/2010
262794	HPPS		HP 4050	Ground Floor Rehab Area	12,856	03/01/2011
262781	HPPS		HP 4050	Ground Floor Rehab Area	4,605	01/20/2011
262847	HPPS		HP 4000	Room GN-1-028	835	01/17/2011
262750	HPPS		HP 4050	NIU 04/27/11 - 1st Floor	18,926	02/16/2010
262357	Kyocera	Mita	Kyocera Mita FS	Kyocera FS-3900DN, Outside	19,751	06/10/2011
262714	HPPS		HP 4050	OHS Rm IRCC-4-048	9,684	04/25/2011
262736	HPPS		HP 4050	1st Floor Admin Chris Tiernan	17,312	03/09/2010
262721	DellINV		Dell 3130cn	Off Program 6/8/2011 - Olympic	38,789	06/08/2011
262726	Kyocera	Mita	Kyocera Mita FS	Count Reset-2nd FI Birth Center	242,941	12/27/2010
262713	PS	Xerox	XER WC 4118x	Not In Use-12/27/10 - Olympic	25,818	10/25/2010
262707	Kyocera	Mita	Kyocera Mita FS	Duplicate-Kyocera FS-3900DN,	66,952	07/15/2010
262446	HPPS		HP 4050	NIU 1/17/11 - Phone	68,794	08/04/2010
262705	Kyocera	Mita	Kyocera Mita FS	NIU 1/17/11 - Kyocera	14,892	08/27/2010
262708	HPINV		HP 4000	Off Program	3,256	03/30/2011
262558	HPPS		HP 4050	Breast Ctr Rm 470 Consult	37,595	10/14/2010
262588	HPPS		HP 4050	Breast Center Library next to	757	01/17/2011
262466	HPPS		HP 4050	main hospital 1st floor central	7,190	03/29/2010
262469	HPPS		HP 4050	1st fl RCC- HIM, south wall	670	06/08/2011
262522	INV	Xerox	XER WC 4150/C	DuplicateFile Room	89,890	02/02/2010
262053	HPPS		HP P3005	1st fl pharmacy main area	136,374	03/17/2011
262055	Kyocera	Mita	Kyocera Mita FS	Duplicate-st 401 sw corner	34,608	07/15/2010
262056	HPPS		HP 4050	st 401 nw corner	19,345	04/10/2010

## Managed Environment

### Missing Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system or the device has not been seen in the past six months.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen
262058	Kyocera	Mita	Kyocera Mita FS	Duplicate-st 401 north ctr nurse	27,287	07/15/2010
262059	HP	INVT	HP 4050	Off Program 5/9/2011 - Remove	122,122	03/31/2011
262065	PS	Xerox	XER 3635 MFP	Ste 401	53,863	05/19/2011
262067	Kyocera	Mita	Kyocera Mita FS	Duplicate-st 401 east nurse	20,520	01/19/2010
262095	Kyocera	Mita	Kyocera Mita FS	Duplicate-east of reception	23,042	04/26/2010
262072	HP	INVT	HP 4101 mfp	Off Program 12/9/10- 2nd floor	34,589	12/09/2010
262074	PS	Xerox	XER WC 4150/XF	NIU 04/27/11 - Day surgery bldg	28,670	02/11/2011
262076	Kyocera	Mita	Kyocera Mita FS	Not In Use	34,064	05/03/2010
262109	HPPS		HP 4050	NIU 1/17/11 - MAC BLDG st	78,359	12/02/2010
262852	HPPS		HP 4240	1ST Floor Nurse's Station	6,974	10/21/2010
262854	HPPS		HP 4200	SUITE 200 URGENT CARE	1,804	12/17/2010
262787	Kyocera	Mita	Kyocera Mita FS	Duplicate-2nd floor	8,945	07/19/2010
262161	HP	INVT	HP 4345xm mfp	**Off	119,209	02/19/2010
262127	Dell	INVT	Dell 1320c	Off Program 06/07/2011 - Off	10,001	05/17/2011
262160	Kyocera	Mita	Kyocera Mita FS	NIU 12/27/10 - 3rd FI Surgery	230,169	08/20/2010
262146	PS	Xerox	XER WC 4150/C	Not In Use-Ste 170 2nd FI	64,099	09/29/2010
262149	PS	Xerox	XER WC 4150/X	2nd FI	6,710	04/22/2011
262150	Kyocera	Mita	Kyocera Mita FS	Not In Use-ST 170	82,778	09/23/2010
262182	Kyocera	Mita	Kyocera Mita FS	NIU 04/27/11 - 1ST floor	47,779	04/26/2010
260123	HPPS		HP P4015x	IT	146,005	05/16/2011
260127	HPPS		HP CM1312nfi	Not In Use-3rd FI Admitting	79,549	12/21/2010
262316	Kyocera	Mita	Kyocera Mita FS	Off Program 4/7/2011 - Ste 110	114,773	04/07/2011
262197	Kyocera	Mita	Kyocera Mita FS	Not In Use 04/27/11 - 2nd FI	104,055	04/04/2011
262199	Kyocera	Mita	Kyocera Mita FS	2nd floor Birth Center reception	152,489	06/09/2011
262200	Kyocera	Mita	Kyocera Mita FS	Pharmacy	45,724	04/15/2011
262202	Kyocera	Mita	Kyocera Mita FS	nurses station	38,683	05/20/2011
262213	HP	INVT	HP 4000	Off Program 12/9/10-Valley	8,976	12/09/2010
262229	Ricoh	INVT	Ricoh 1515	Off Program 5/6/2011 - Ste	63,287	05/05/2011
262238	HPPS		HP M5035	ST 100 RM 1RCC-1-016	9,641	05/11/2011
262278	HPPS		HP 4200	1ST floor shipping/receiving	161,330	05/03/2010
262289	Dell	ES	Dell 1320c	2nd floor surgery dept rm	5,934	05/20/2011
259875	Kyocera	Mita	Kyocera Mita FS	NWP 1st floor office # 1N-2-014	3,534	10/25/2010
261806	Unlisted	INVT	Unlisted Mono	Off Program 6/24/2010 - NWP	29,901	06/01/2010
261831	Ricoh	ES	Ricoh 1515	administration	55,526	09/17/2010
261861	Kyocera	Mita	Kyocera Mita FS	Not In Use-Cardio Pulmonary	42,484	11/30/2010
256886	HPPS		HP 4240n	Instrument Central Processing	2,429	04/04/2011
261896	PS	Xerox	XER WC 4150/X	NIU 04/27/11 - 3915 blg st 310	14,417	03/09/2011
261897	Ricoh	ES	Ricoh 1515	2ND floor Urgent care reception	8,155	04/12/2011
261900	INVT	Xerox	XER WC 4118x	Off Program 5/9/2011 - 2nd	11,071	04/21/2011
261908	Dell	INVT	Dell 1320c	Off Program 06/07/2011 - Off	3,124	05/16/2011

## Managed Environment

### Missing Devices

The following table represents devices that may be missing, not reporting to our remote monitoring system (i.e. power is turned off), or remain unmatched with our remote monitoring system or the device has not been seen in the past six months.

Device ID	Prg*	Make	Model	Printer Location	Annualized Pages*	Date Last Seen
264539	HPPS		HP CM1312nfi	Off Program	6,485	01/18/2011
261960	HPPS		HP CM4730 mfp	st 160 reception	28,234	05/27/2011

\* See Glossary of Terms for definitions.

## Service Statistics (Last 6 Months)

### Managed Environment

One of the most important aspects of a managed print environment is having problems resolved quickly on the first visit. HP strives to deliver the industry's leading response times as well as first-visit-fix resolutions. The table below shows a summary of the past six months service activity.

Task Type	Total Tasks	% of Total	Follow Ups Created	% of Total	First Time Fix Rate %
Back Up (BU)	291	15.6%	54	19.4%	81.4%
Toner Service (TS)	544	29.2%	76	27.2%	86.0%
Print Quality (PQ)	303	16.2%	41	14.7%	86.5%
Printer Problem (PP)	608	32.6%	83	29.7%	86.4%
Escalated Printer Problem (EPP)	120	6.4%	25	9.0%	79.2%
<b>Totals:</b>	<b>1,866</b>		<b>279</b>		<b>85.0%</b>

## Glossary of Terms

Description	Abbreviation	Definition
Active		The device is currently active and on program.
Annualized Cost	DPY	Annualized cost is the sum of the Annualized Pages times the page rate for the device.
Annualized Pages	PPY	Annualized pages is calculated from 2 page counts. The latest page count and the next page count that is at least 10 days older than the latest. The formula is (Latest Page Count - Next Page Count)/(Days Difference Between Page Counts) * 365
ES		See Essential Support
Essential Support	ES	Essential Support (ES): Mono Toner and Color Consumables are covered for the life of the Essential Support Agreement or the life of the device, whichever comes first. Essential Support locks your mono toner and color consumables expenses into a set cost per page. Break/Fix work is available for ES devices on a Time and Materials (T&M) basis to round out all the supplies and services needed to keep your device in good operational condition.
FMAudit		FMAudit is a software application that monitors a clients device fleet returning consumable levels, printer status and page count data directly to HP. With FMAudit a client can receive proactive consumable replacement calls which are automatically created in the HP system when a device is projected to run out of consumables. Proactive calls are only created for those devices which report accurate current consumable levels.
Inactive		A device is marked as Inactive if one of the following conditions or requests are met: 1) The device has not been seen in over 7 months. 2) A Technician reports the printer is Off Program. 3) The end user reports the printer is currently not in use. 4) The main contact reports the printer is off program.
INV See		Invoice.
Invoice INV		If a device is marked as Inactive after the next billing cycle it's program is changed to INV.
Perfect Support	PS	Perfect Support (PS): All inclusive program covering Supplies and Maintenance (parts and labor) for the life of the Perfect Support Agreement or the life of the device, whichever comes first. Perfect Support locks your print expenses into a set cost per page amount and covers everything needed to keep your device in good operational condition.
PPY See		Annualized Pages
PS		See Perfect Support
Total Consumables		The total number of consumables that are currently in use in your printer fleet.

**Description**

**Abbreviation**

**Definition**

Unique Consumables

The number of different unique consumables that would need to be kept on hand in order to maintain your printer fleet.

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