Managed Print Services

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Visibility into Print Total Cost of Ownership

SERVICES INCLUDE:

- TONER AND INK CARTRIDGES
- MAINTENANCE ITEMS FOR MSS PROGRAM
- TONER & INK CARTRIDGE DISPOSAL
- LOCATION SPECIFIC RESPONSE TIMES
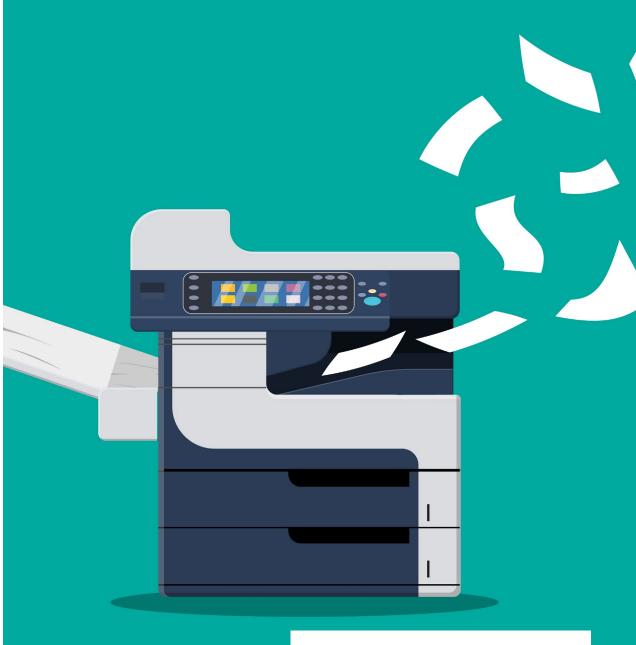- REPAIR SERVICES FOR DEVICES IN MSS PROGRAM

- CLEANINGS AT EVERY TECHNICIAN VISIT
- PHONE & ONLINE SUPPORT FOR MSS PROGRAM
- STRATEGIC BUSINESS REVIEWS
- ASSIGNED ACCOUNT MANAGER
- REMOTE MONITORING SOFTWARE

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NDIT will work with supported agencies to enroll them into printer services directly from industry-leading HP.

Managed Print Service will reduce customer stress by monitoring and tracking usage for automated toner delivery, reduce costs and provide expert support for trouble-shooting. Each agency will be direct billed by HP for cost per page to print.

Direct Monitoring

No more running out of toner, or the need to have extra on hand

This service will monitor current toner levels within supported printers and drop-ship replacement cartridges once the current reaches a certain level of toner left.

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What do I need to know?

Supported agencies can begin the enrollment process now. All supported agencies will be integrated by July 1, 2023

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FAQs

The old way of doing things, printers aren't actively monitored, and support is not customized

The Cost?

This depends on how many printers will be added to the individual agency fleet, what the volume of printing the agency does on those individual printers, and if it's still a supported device by HP's standards.

NDIT will help provide a cost per page breakdown on individual printers being included with the service.

High-Capacity Print Jobs?

Remains with Central Duplicating

What about *MY* printers?

If the printer/copier is under a current contract for maintenance & repair as well as replacement toner, it will not fall under managed print. If a replacement toner service is needed & the printer/copier model is marked as MVS by HP, toner can be purchased at the HP price and drop shipped to the location.

What about non-networked printers?

Toner can be ordered as needed from HP. No auto-ship available, or break fix.

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Questions?

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