

# SAMPLE CUSTOMER

TOP ACCOUNT MANAGER



## CURRENT AGREEMENT OVERVIEW

Account Number:	SAMPLE123
Customer Class	VIP
Agreement No:	PBABGDCS112
Customer No:	PSP
Agreement Start Date:	1/06/2008
Number of Devices on Agreement:	62
Mono Cost per Page:	0.0xxx
Colour Cost per Page:	0.0xxx
Mono Agreed:	xxxx
Colour Agreed:	xxxx

## DEVICE SUMMARY

Machines on Contract	
Manufacture / Model	Quantity
RICOH AF3035	1
RICOH MP5500	11
HP LJ 1320N	1
HP LJ 2200	1
HP LJ 1300	3
HP LJ 4350	5
HP LJ 8150	1
RICOH MP 6500	7
RICOH MP7500	2
RICOH MP 4500	4
RICOH MP C3500	5
RICOH MP C4500	7
RICOH MP161SPF	10
RICOH SP8100DN LASER PRINTER	4
<b>Total Number of machines:</b>	<b>62</b>

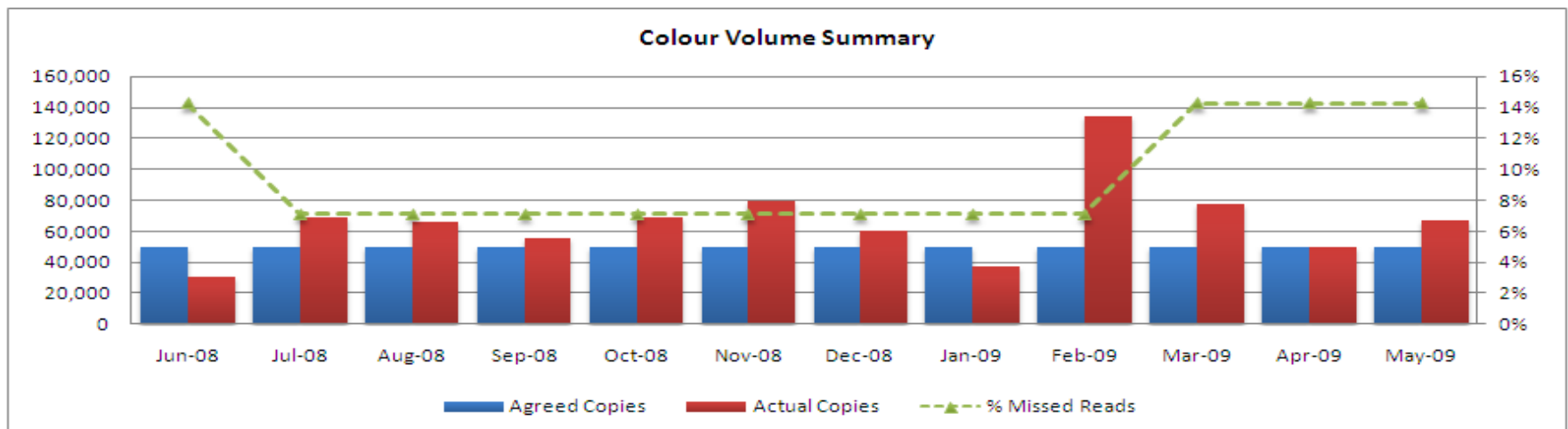
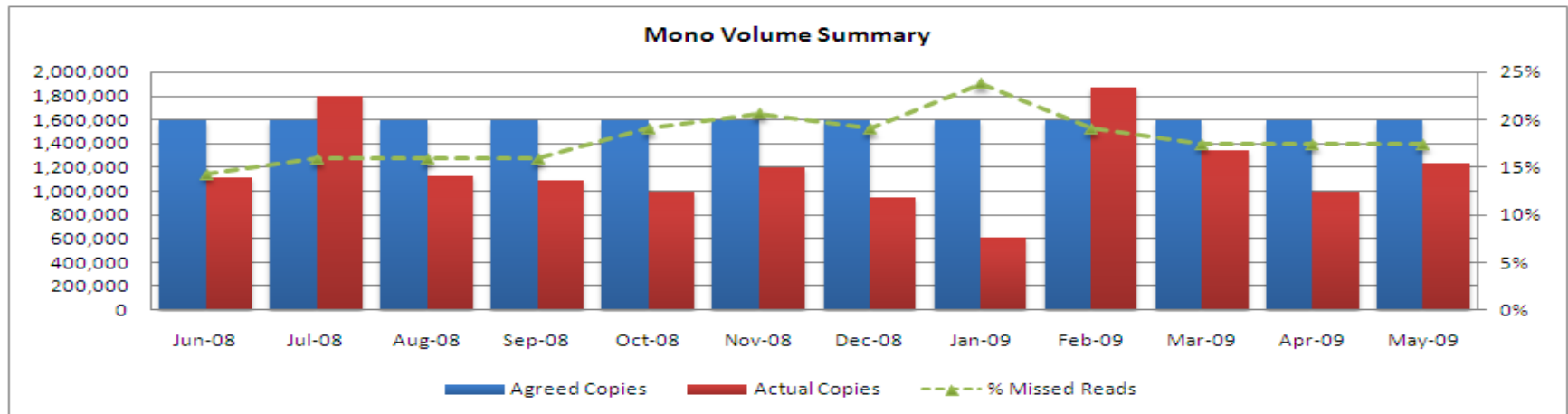
Consignment Machines	
Manufacture / Model	Quantity
RICOH MP4000	2
RICOH MP6000	3
RICOH MPC5000	2
RICOH MPC6000	1
RICOH SP8200 DN	1
<b>Total Number of machines:</b>	<b>9</b>

## MONTHLY BILLED VOLUME SUMMARY

Mono Volume			
Month	Agreed Copies	Actual Copies	Missed Reads
Jun-08	1,200,000	1,121,702	14%
Jul-08	1,200,000	1,804,072	16%
Aug-08	1,200,000	1,123,490	16%
Sep-08	1,200,000	1,085,933	16%
Oct-08	1,200,000	994,368	19%
Nov-08	1,200,000	1,193,812	21%
Dec-08	1,200,000	952,404	19%
Jan-09	1,200,000	613,361	24%
Feb-09	1,200,000	1,871,568	19%
Mar-09	1,200,000	1,347,855	17%
Apr-09	1,200,000	993,482	17%
May-09	1,200,000	1,236,361	17%
<b>Average volume for the last 12 months:</b>			1,194,867
<b>Average Volume for the last 6 months:</b>			1,169,172
<b>Average volume for the last 3 months:</b>			1,192,566

Colour Volume			
Month	Agreed Copies	Actual Copies	Missed Reads
Jun-08	50,000	30,325	14%
Jul-08	50,000	69,199	7%
Aug-08	50,000	66,363	7%
Sep-08	50,000	55,349	7%
Oct-08	50,000	69,266	7%
Nov-08	50,000	79,880	7%
Dec-08	50,000	60,437	7%
Jan-09	50,000	37,468	7%
Feb-09	50,000	133,948	7%
Mar-09	50,000	77,936	14%
Apr-09	50,000	49,721	14%
May-09	50,000	67,537	14%
<b>Average volume for the last 12 months:</b>			66,452
<b>Average Volume for the last 6 months:</b>			71,175
<b>Average volume for the last 3 months:</b>			65,065

## MONTHLY BILLED VOLUME SUMMARY (GRAPHS)



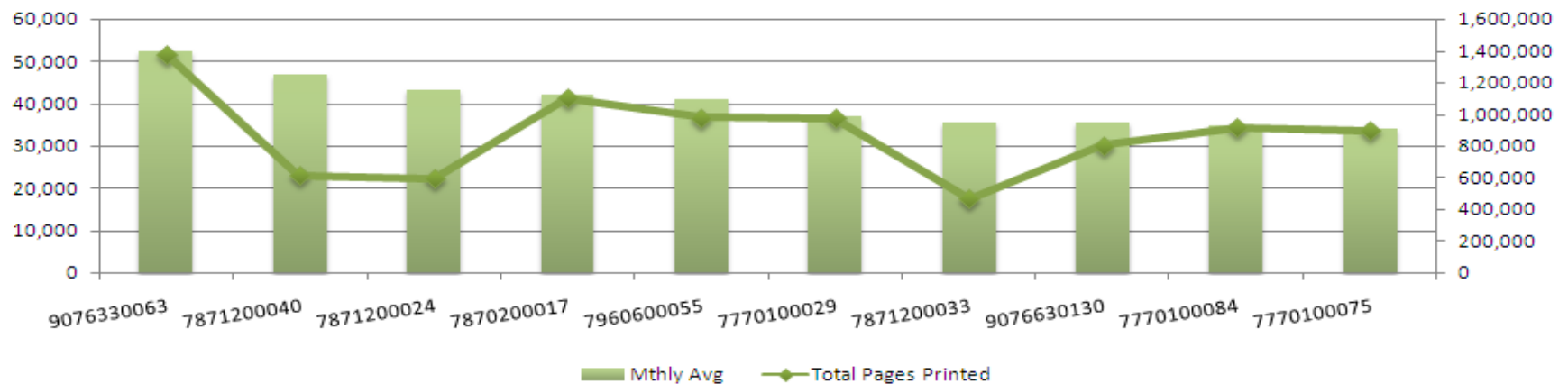
## UPSTREAM CONNECT & TONER CONNECT

- 85.92% Machines appearing on Upstream Connect
- 14.08% Machines still not appearing (Total of 10 devices are not scanning these machines relate to the missed reads)
- UC Scan intervals: Every 60 mins
- Toner Connect Start Date: October 2007
- Toners shipped via Toner Connect: 621
- Toner shipped in 2009 via Toner Connect: 250
- Toner Connect threshold level : 20%

## TOP 10 UTILISED MACHINES

Site	Dept	Model	Serial Number	Total Pages Printed	Mthly Avg
MELBOURNE	Sales	RICOH MP C4500	907633006	1,381,616	52,533
SYDNEY	Reception	RICOH MP 6500	787120004	611,759	46,699
ADELAIDE	Accounts	RICOH MP 6500	787120002	592,725	43,265
SYDNEY	Warehouse	RICOH MP 6500	787020001	1,100,497	42,165
SYDNEY	Sales	RICOH MP 7500	796060005	980,722	41,149
MELBOURNE	IT	RICOH MP 5500	777010002	972,503	36,837
SYDNEY	Call Centre	RICOH MP 6500	787120003	467,667	35,700
PERTH	HR	RICOH MP C4500	907663013	805,464	35,693
BRISBANE	Finance	RICOH MP 5500	777010000	919,041	34,812
SYDNEY	Office - General	RICOH MP 5500	777010007	899,620	34,077

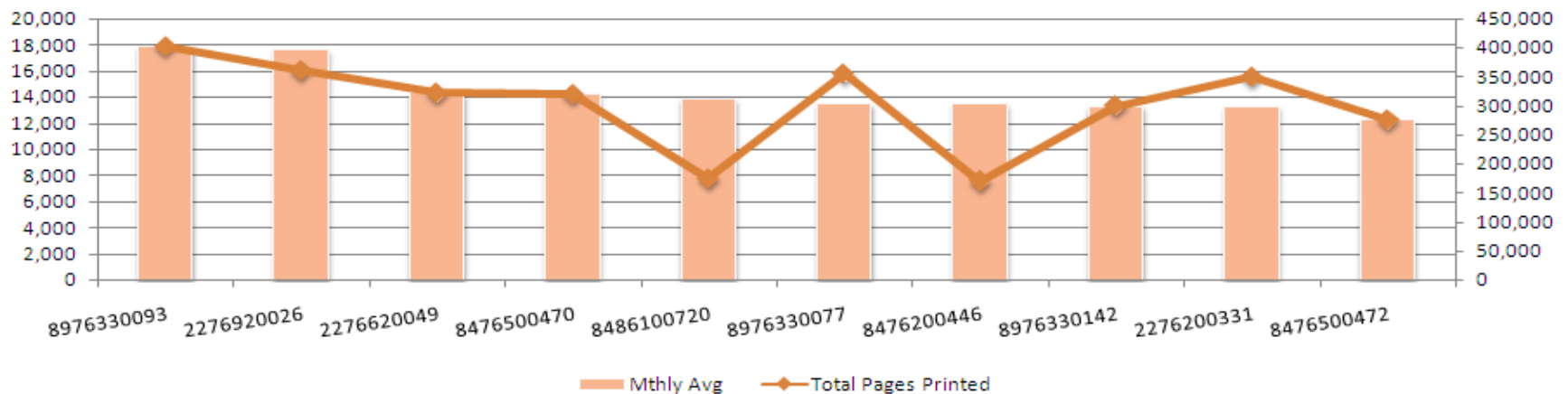
### Top 10 Utilised Machines



## BOTTOM 10 UTILISED MACHINES

Site	Dept	Model	Serial Number	Total Pages Printed	Avg
MELBOURNE	IT	RICOH MP C3500	897633009	402,905	17,854
SYDNEY	Call Centre	RICOH MP 4500	227692002	361,466	17,632
SYDNEY	HR	RICOH MP 4500	227662004	322,254	14,280
BRISBANE	Finance	RICOH SP 100DN	847650047	320,533	14,204
SYDNEY	Office - General	RICOH P8100DN	848610072	175,195	13,831
SYDNEY	Sales	RICOH MP C3500	897633007	356,070	13,488
ADELAIDE	Reception	RICOH SP 100DN	847620044	170,128	13,467
AUCKLAND	Accounts	RICOH MP C3500	897633014	300,059	13,297
CHRISTCHURCH	Warehouse	RICOH MP 4500	227620033	349,823	13,284
MELBOURNE	Sales	RICOH SP 100DN	847650047	275,833	12,223

### Bottom 10 Utilised Machines



## UPSTREAMS COMMITMENTS FOR SAMPLE – 2009 / 2010

- » Integrating the secure proximity card software solution to enable direct cost dispersements entered into SAMPLE's system
- » Full fleet review focusing on utilisation and load balance of devices across all sites to evaluate general performance and efficiency latency.
- » Undertake a comprehensive environmental discovery audit in respect to your managed output fleet in view of the impending emissions trading scheme.

## GREEN CONSIDERATIONS

- » Default all machines to Duplex (double sided printing)
- » E- faxing has been implemented
- » Centralise printing on to MFC's to reduce consumable waste
- » Consolidation of devices
- » Retire old devices
- » Toner Recycling Scheme requested installed in December 09