



# Xerox® PageConnect

Simplified managed print service,  
where pages lead to profit.



# Xerox® PageConnect Services

Expand your reach, grow your profits.

Xerox® PageConnect Services is our full-featured managed print service (MPS). Capture the pages on your customers' network printers and MFPs—Xerox® and non-Xerox®. Add new, recurring revenue to your bottom line and strengthen customer loyalty with high-quality customer services.

## What is Xerox® PageConnect Service?

**PageConnect Services** – Our MPS solution for all of the most common printers and MFPs. Maximize your profit potential. PageConnect simplifies MPS implementation, ongoing support with remote management of your customer's networked print environments including automatic toner replenishment and proactive service prompts when service is needed.

**Online and in-person deal support** – Our QuickQuote tool, backed by Xerox field and sales support, makes developing a proposal efficient and simple.

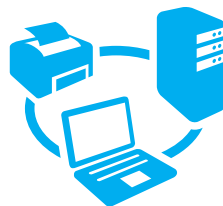
**Training and Certification** – Online, modular training for the program and its toolsets will help you get started quickly to take advantage of the growing market for MPS. PageConnect enables you to add profitable recurring revenue to your business with minimal time and effort.

## How does Xerox help grow my MPS business?

PageConnect offers you the flexibility to design your managed print services to your customers' needs. With PageConnect you can manage a customer's printing environment with precise visibility of their print costs and volume. Over time this data enables you to work with customers to refresh their print equipment with cost-effective Xerox® devices that provide cost savings for them, and increased profits for you.

- **A low risk opportunity to transform your business** – Capitalize on the industry leader's knowledge, tools and support systems to establish your customer base and revenue pipeline. We provide your team with the MPS tools and marketing materials to land the deal, then provide a dedicated PageConnect support staff, simple billing / pricing models and a streamlined training program to help you build a profitable MPS business.

- **Simple** – Once the contract is set up and the Xerox® Device Agent software is activated on your customer's network, you have access to their print device information and print network visibility.
- **Flexible** – You determine the customer solution, pricing and billing schedule. Our solution also integrates with common billing and leasing companies, like ConnectWise, Autotask, Great American Leasing and Xerox Financial Services.
- **Own the customer relationship** – Customers gain visibility to device status and alerts online through your company's PageConnect Services customer portal, hosted by Xerox and branded with your name and logo. Customers' supplies and service orders are routed to you, or handled automatically on your behalf, depending on the contract.
- **Supplies management** – With PageConnect, supply orders ship from Xerox directly to customers on your behalf. No need to stock, ship, invoice and collect on individual consumable supply orders yourself. PageConnect eliminates those routine administrative tasks on behalf of our partners.
- **Consolidated billing** – You receive a consolidated bill once a month, enabling you to bill to your customers, with full visibility of their printing environment and costs.



With PageConnect you can manage a customer's printing environment with precise visibility of their print costs and volume.



## How PageConnect Works

### Assess

- Begin successful MPS engagements with a review of your customer's printing environment.
- Engage customers as an advisor; transform the conversation from selling printers to a consultation about a bundled cost-per-print solution with short- and long-term savings.

### Design

- PageConnect Services enables you to bundle hardware in a lease, which allows you to adapt plans to the budget needs of each customer. Printing devices and PageConnect contracts are separate transactions.
- Xerox provides you with a fixed cost-per-page. You determine the final price for your customer and keep the difference.
- You choose the service delivery method—as a Xerox Authorized Service Provider yourself, or through Xerox—for each device.

### Implement

**Contracts.** Order the PageConnect contract online through our Service Contract Ordering Tool (SCOT).

**Meter reads.** Install the Xerox® Device Agent onto your customer's network computer to initiate meter reads. The software is custom-branded with your logo, name and contact information.

**Supplies and service.** PageConnect can automatically order toner and solid ink, shipped to customers, when supplies are running low. Order supplies and service on your customers' behalf (through the Fleet Management Portal) or let your customers order it themselves online through the Customer Portal.

**Customer relationship.** You own the relationship with your customers, Xerox hosts, maintains and secures the infrastructure.

### Manage

**Meter reads.** The Xerox® Device Agent automatically reports the daily page count.

**Billing.** You receive a monthly bill from Xerox, based on the actual pages printed by your customer. You bill your customers directly.

**Supplies.** PageConnect proactively monitors consumables status and can order toner and solid ink. Xerox delivers the supplies free of charge on your behalf.

**Service.** Requests for service are routed to you, or the Xerox® service organization, based on your contract and status as an Authorized Service Provider.

**Technical Support.** Xerox provides free technical and program support during regular business hours.

### Business Intelligence Portal

Base your print environment recommendations on solid business intelligence. Our Business Intelligence Portal gives you easy access to service and performance metrics to support fact-based insight and analysis of trends.

- Comprehensive, flexible reporting tool.
- Standard and custom reports for display, distribution or export into multiple formats such as Excel, PowerPoint and PDF, to guide customer business reviews.
- Charting features display cost, productivity, reliability and use metrics in graph form, for simplified trend analysis and decision making.

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## Program Platform

	<b>PageConnect</b> Where pages lead to profit
<b>Supplies</b>	Automatic toner and ink replenishment; fulfilled by Xerox. Includes toner and maintenance kits. Shipping included at no additional cost.
<b>Service</b>	Requested by the customer; fulfilled by Xerox or Partner. Parts and Service included. Reimbursement available to Xerox Authorized Service Providers (ASPs).
<b>Support Tools</b>	QuickQuote Tool Contract administration through the Service Contract Ordering Tool. Sales and marketing collateral; extranet, demo and trade-in program.
<b>Pricing and Invoicing</b>	Base plus cost-per-page, based on actual usage. Monthly bill. Payment by credit card.
<b>Device Management</b>	Daily auto meter reads. Customer monitoring portal Xerox® Device Agent and Reseller client device management portal Fleet Management Portal (FMP). Basic meter read reports.

Put your business on the path to greater profits by becoming a Xerox® PageConnect Services Partner

- 1 Become a Xerox Authorized Partner
- 2 Submit an online PageConnect Application
- 3 Participate in the PageConnect program.  
[xerox.com/channelpartners](http://xerox.com/channelpartners)

For more information, sales tools, or to apply visit:  
[xerox.com/channelpartners](http://xerox.com/channelpartners)

Contact your Xerox Partner Manager or:  
[pageconnectprogram@xerox.com](mailto:pageconnectprogram@xerox.com)

