

Xerox® Partner Print Services

Program Overview



Xerox® Partner Print Services

Develop a deeper, more profitable relationship with your customers. Xerox® Partner Print Services gives you a powerful way to increase your competitive advantage, generate more business with current customers, and gain new customers.

GAIN A COMPETITIVE ADVANTAGE IN THE FAST-GROWING MANAGED PRINT SERVICES BUSINESS.

Using proven Xerox® Managed Print Services tools to manage printing devices, you can quickly develop a sustainable monthly revenue stream while helping customers manage their print costs and increase productivity. Our partner program provides everything you need to develop a successful managed print business.

WHAT IS XEROX® PARTNER PRINT SERVICES?

Xerox® Partner Print Services is a comprehensive managed print service solution providing remote monitoring of entire fleets of printing devices, proactive management and delivery of toner and service, and much more. It works for you whether you're just getting started or seeking to expand your existing MPS business. Our partner services and support provide you with everything you need to deliver quality managed print services to your customers.

With Xerox® Partner Print Services, you always control the customer relationship. You choose the level of service you wish to provide and Xerox will deliver the remainder of your managed print solution.

If you're new to managed print, we can deliver the majority of the service for you. If you're experienced, you can manage the service using our cloud-based software platform.

MANAGED PRINT SERVICE TIMELINE



1 SALES ENGAGEMENT

- Thorough training for your managers, sales, technical and operations personnel
- Expert guidance in establishing or expanding your MPS business and leveraging Xerox resources
- Extensive marketing materials and sales tools
- An accreditation program so you can leverage the power of the Xerox brand.

2 PRE-CONTRACT SUPPORT

- Assessment tools and services
- Software solutions
- Leasing programs for Xerox® & non-Xerox® equipment

3 TECHNOLOGY SUPPORT

- A cloud-based services platform delivering world-class MPS technology
- An Application Program Interface (API) to enable integration with your systems
- Integration with billing solutions including ConnectWise®, Autotask® and QuickBooks

4 POST-CONTRACT SUPPORT

- Help desk and remote monitoring from our global contact centers
- Break/fix service and supplies for Xerox & non-Xerox devices
- Technical support to help you with the tools
- Sales support to help you optimize customers' fleets and expand your footprint

Xerox® Partner Print Services spans all aspects of a complete managed print solution, starting with the initial sales process through implementation, financing and ongoing service and support.

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Getting Started

Xerox recognizes that starting or expanding an MPS business can provide significant value and incremental revenues, but also requires investment and planning. We offer support, guidance and tools throughout the entire process. Xerox will work closely with you to ensure a smooth process.

BUSINESS PLANNING

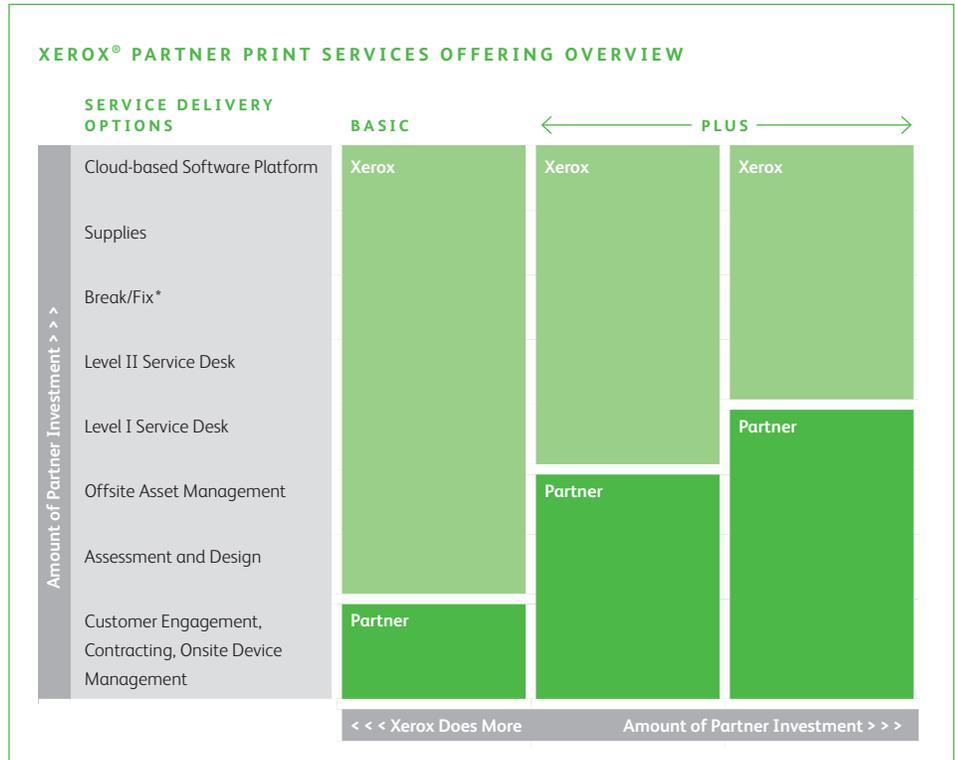
A Xerox partner manager assists you with choosing the best Xerox® Partner Print Services model and developing an MPS business plan. This process includes reviewing investments required to successfully deliver MPS and assess your revenue opportunities.

TECHNOLOGY CONFIGURATION

Xerox offers a comprehensive Technology Suite for Xerox® Partner Print Services partners. Our technology streamlines the process of offering MPS from sales to ongoing management. We work with you to ensure that our technology integrates seamlessly with your existing infrastructure and MPS branding.

OPERATIONS SUPPORT

To be successful, it's critical that an MPS provider deliver dependable, proactive support. You can choose to offer support exclusively or rely on Xerox for some level of assistance, including break/fix and a Level I or Level II service desk. Xerox® Partner Print Services is flexible to give you choices.



*If you are a Xerox® Authorized Service Provider (ASP), you can choose to provide break/fix service.

SERVICE OPTIONS	DESCRIPTION
Cloud-based Software Platform	Xerox® MPS Technology Suite available for partner use via Xerox® private cloud; key customer views can be partner branded
Supplies	Provide consumables for managed devices
Break/Fix	Provide all parts and labor for managed devices
Level II Service Desk	Supplies ordering and dispatch, service technician dispatch, electronic ticket closure
Level I Service Desk	Proactive device monitoring, initial triage of all incidents to agreed service levels, incidents ticketing and closure with customer upon resolution
Offsite Asset Management	Consolidate and validate meters, manage a device database
Assessment and Design	Collect customer requirements and financial data, install device discovery software, develop total cost of ownership (TCO), assess current state, map devices and create optimized future state when applicable
Customer Engagement, Contracting, Onsite Device Management	Select and target customer opportunities, software installation and physical device discovery, establish customer pricing and sign contract, customer invoicing and collection, ongoing account management (renewals, terminations, etc), onsite device management (moves, adds, change and dispose), conduct supplies audits and resolve missing meter reads.

INDUSTRY RECOGNITION

Xerox is proud to be positioned as a leader in the Gartner Magic Quadrant¹ for Managed Print Services, Worldwide. We are equally honored to be recognized by IDC² as a leader in global delivery capabilities and Quocirca³ recognizing “Xerox retains a leadership position due to its global scale and mature and comprehensive MPS portfolio.” Additionally, Forrester⁴ stated, “Xerox continues to be poised to meet customers’ changing needs — extending to production center support, mobile solutions, IT outsourcing and integration and offerings.”

¹ Gartner, Inc. Magic Quadrant for Managed Print Services, Worldwide, December 2015.

² IDC MarketScape: Worldwide Document Workflow Services Hardcopy 2016 Vendor Assessment

³ Quocirca Managed Print Services Landscape, 2016

⁴ Forrester Research, Inc., “The Forrester Wave™: Managed Print Services, Q2 2012” by Craig Le Clair, et al: May 10, 2012

Program Overview

TRAINING, CERTIFICATION AND ACCREDITATION

The number one priority of the Xerox® Partner Print Services program is assuring the success of our MPS partners. That is why we include training, certification and accreditation requirements to assure you are equipped with the knowledge and expertise needed to scale your operations, close profitable sales and meet or exceed customer expectations.

Training includes online courses and webinars. It is designed around easy-to-understand, step-by-step instruction that accommodates a variety of learning styles. Ongoing mentoring and coaching are available. Once training requirements are completed, students are certified to sell and/or service Xerox® Partner Print Service contracts.

After a firm meets training and other requirements — which include closing at least one Xerox® Partner Print Service contract — it is eligible for accreditation at either the MPS Partner or Master MPS Partner levels.

Learn more about training, certification and accreditation at www.office.xerox.com/latest/MPSFY-37U.pdf.

FIND MARKETING MATERIALS ON THE PARTNER PORTAL

The Xerox® Partner Portal is the one-stop online resource for Xerox® Partner Print Services marketing tools. Go there to find an array of resources including:

- Customer Briefs
- White Papers
- Videos
- Analyst Reports
- Event Planning Materials
- Competitive Information
- Security Materials
- Training Materials

Learn more at www.partnerportal.xerox.com.

XEROX BRANDING

Xerox is the brand that opens doors. As an accredited member of the Xerox® Partner Print Services program, you are entitled to use graphic badges that leverage the power of the Xerox brand with your own. Display these badges on advertising, websites, signage, show room displays, exhibit booths, vehicles and business cards.

LET'S OPEN DOORS TOGETHER.

Whether you have your own brand to promote and prefer to have us in the background or want to leverage the Xerox name, you have the choice. By partnering with Xerox, you'll be able to leverage our well-known brand and access our proven technology, supplies and software solutions.

THE SAFE CHOICE

Xerox is the safe choice. We've successfully implemented services around the world, delivering customer satisfaction and measurable results. Our consistent delivery approach and experience help simplify integration to your existing processes and smooth the transition to the new ways of working.

We provide training and ongoing communications throughout the implementation. The combination of our professional people, delivery capabilities and well-staffed Information Technology Infrastructure Library (ITIL)-aligned Global Contact Centers deliver best-in-class support for you and your customers.

For more information, visit us at www.partnerportal.xerox.com or contact your Xerox Partner Manager.