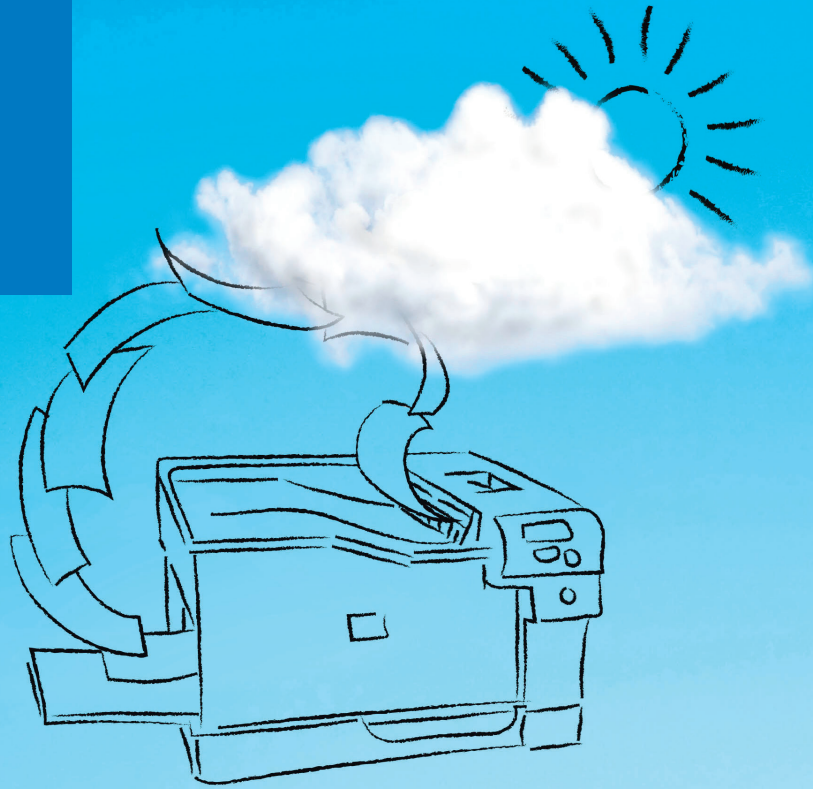


# PRINT AS A SERVICE.



## A new way of managing your printer from Dustin

Print as a service is a standardized and packaged solution for businesses regardless of how many printers you need. The service is designed for companies seeking a simple and reliable solution with predictable yearly costs for printing and copying. Thanks to the “one monthly total price”, where all our services and fixed fee’s are

included, it’s easy to budget with the cost and you know in advance what the company’s operating expenses for print will be. It’s going to be simple, Dustin takes charge of having a reliable printer, available supplies, and getting help when you need support. We provide the solution that suits your needs.

### Specification of service

DELIVERY, STAGING AND INSTALLATION	STANDARD	EXTRA
Delivery of printer and accessories to customer address	✓	
Unpacking, Device configuration, Printer network set-up	✓	
Print demo and page configuration, verify functionality	✓	
Customer key operator intro to machine	✓	
Removal of packaging material	✓	

SUPPLIES	STANDARD	EXTRA
Delivery of necessary supplies ordered via local support contact	✓	
Delivery of necessary supplies automatically when ordered from printer directly	✓	



END USER SUPPORT	STANDARD	EXTRA
Help with general user questions	✓	
Identify problems via remote problem diagnosis	✓	
Help to solve technical problems on-site	✓	
Help to swap parts that need to be replaced on site	✓	
Help to install replacement for wear parts in the maintenance kit (PM Kit)	✓	
Help to replace defect harddrive (Defective Media Retention)	✓	
Help to customize user settings and/or add external functionality		✓
Help to solve technical problems on-site caused by user fault or use of non-HP supplies		✓

SCOPE OF GENERAL PRINTER SUPPORT	STANDARD	EXTRA
Communication problems related to printer driver	✓	
Communication problems related to printer server		✓
Communication problems related to third party software / hardware installations		✓
Help to customize user settings and/or add external functionality		✓

ADMINISTRATIVE	STANDARD	EXTRA
Access to necessary contract documents for initiation of the agreement	✓	
End user welcome letter in local language	✓	
Quarterly invoice based on one monthly price including all standards	✓	
Annual settlement of consumption based on supply outlet	✓	
Adjustment of next year's pricing (quarterly/ monthly price) based on last year's consumption	✓	
Help regarding invoice questions	✓	

SUPPORT CONTACT	STANDARD	EXTRA
Phone support local language (Norway, Sweden, Denmark, Finland)	✓	
E-mail support local language (Norway, Sweden, Denmark, Finland)	✓	
Remote administration tool for supporting end users by screen sharing		✓
Opening hours phone support SE 08-17 FI 09-18 NO/DK 08-16	✓	

DUSTIN MANAGEMENT SYSTEM	STANDARD	EXTRA
Access to Dustin Management System software. Dependent on customer HW (Server running 24/7)	✓	
Set-up of automatic supply ordering from the printer. . Requires Dustin Management System	✓	
Set-up of reports automatically sendt from Dustin Management System		✓
Installation support on customer server		✓

