

# PRINTSIMPLE Printer as a Service FAQ

Q: What does Printer as a Service mean?

A: Printer as a Service is a fee-based or rental program which bundles the printer hardware, toner supplies, maintenance, security features (plus other functionalities) and warranty into a set low monthly fee. There is no upfront equipment cost. There are no supplies to buy or keep in stock. Devices are repaired or replaced when something goes wrong. Everything that is necessary to print and stay printing is included in our program.

Q: What is included the PRINTSIMPLE Program?

A: Our PRINTSIMPLE subscription-based print program is designed to reduce your office printing costs by handling your business' entire printer environment and includes the printer hardware, set-up, installation, automated toner replenishment, maintenance support including parts and labor, phone technical support and an industry leading exchange warranty. Covering you from beginning to end.

Q: What brand of printer hardware is available

A: Currently, our PRINTSIMPLE program offers a robust selection of Brother brand Workhorse Series All-in-One print devices which perform print, fax, scan and copy functions.

Q: What Brother models are available?

A: Three multi-function printer A4 models: MFC-L6750dw; MFC-L6900dw, MFC-L9570cdw (color) and one TAA Compliant model: HL-L6900dwwg (mono)

Q: Are the Brother printers productive?

A: Absolutely. You can choose models with print speeds between 33 and 52 pages per minute and up to 4 additional paper trays on certain models.

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Q: Is color printing available?

A: Yes, the **MFC-L9579cdw** is a A4 color multi-function device and prints at 33 pages per minute and includes print, copy, scan and fax.

Q: Are printer accessories available?

A: Yes, each of the models can be equipped with extra trays and cabinet stands as options.

Q: Who can sign up for the PaaS Program?

A: Our PRINTSIMPLE Printer as a Service Program is designed with small and medium business environments in mind and requires a valid Federal Tax ID and credit verification to establish an account. But of course, large enterprise clients are more than welcome to take advantage of the PRINTSIMPLE Program. *(Minimum 2 years in business required. Other restriction may apply)*

Q: I have a home-based business. Can I sign up?

A: At this time, we are unable to sign up a home-based business operation for our PRINTSIMPLE Printer as a Service Program.

Q: How long is the subscription term?

A: PRINTSIMPLE Printer as a Service Program requires a three-year agreement.

Q: How do I order my toner supplies?

A: Under our PRINTSIMPLE Printer as a Service program, toner supplies are included in your subscription so there is no need to keep track of ordering supplies. Our remote management software (DCA) monitors the toner supply level in your Brother printer(s) and we automatically ship your toner supplies to you as they are need.

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Additional questions about our toner supply replenishment process can be answered by our Help Desk at 1-844-355-5947, Monday through Friday, 8:00am to 5:00pm CST.

Q: How do you monitor my toner supply level?

A: We monitor the supply levels, printer status and printer alerts via our Data Collection Agent (DCA). The DCA is our secure software tool which is installed on a local computer in your environment. It is critical that the computer and the printer(s) should not be turned off to ensure communication of device status and alerts.

Q: What if I experience a problem with my All-in-One printer(s)?

A: Our customer support is just a phone call away to help with troubleshooting common situations. If we cannot resolve your issue via phone support, we will dispatch one of our trained service technicians to provide on-site maintenance for your PRINTSIMPLE device(s). Our customer support desk (1-844-355-5947) is available Monday through Friday, 8:00am to 5:00pm CST.

Q: How does the Printer as a Service Program address secure printing?

A: Our Brother devices are built with a number of security features typically found in higher-priced enterprise-level print devices which protect against print security threats and maintain compliance at three critical levels: **Network Security** – Eliminate outside threats while supporting the latest protocols and enabling device sharing. **Device Security** – Limit device access at the group, individual and activity level. **Document Security** – Enable users to protect sensitive or confidential data sent over networks.

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Q: Can the Brother All-in-One printers integrate with third-party security solutions?

A: Yes. To protect printed and scanned data, our Brother devices can integrate with third-party solutions such as **PaperCut**, **nddPrint 360** and **Protected Trust** end-to-end email encryption, authentication and certification.

Q: What happens if my printer breaks down and cannot be repaired?

A: If your print device cannot be repaired - you're covered. Your printer comes with an industry leading exchange warranty for the duration of your rental term. We will handle the paperwork and arrange to have a new print device shipped to you promptly.

Q: How much can I print?

A: The Printer as a Service Program allows you to customize print volume according to your business printing needs. Choose between 1000, 1500 or 2000 copies per month as part of your subscription.

Q: What if I print more than my subscription allows?

A: No worries, monthly overages are simply billed on a per copy basis at a predetermined low cost per print, so there are no surprises.

Q: What makes PRINTSIMPLE Printer as a Service Program a smart choice?

A: It's a matter of simplicity. Consider three common occurrences:

First, printers typically receive the least amount of attention in a business, which means there is little focus on the cost of ink supplies - likely costing you much more than you think.

Second, most of us don't worry about our printers until it breaks printer breaks. If you can't fix it yourself and don't have an IT staff, you go out to the nearest box retailer and buy another "disposable" printer - Starting the costly cycle over again.

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Finally, most of us don't think of our printers as a security risk. But today's networked printers, all-in-ones or scanners can pose a threat to an organization, no matter your business sizes. It's now imperative to stay on top of who accessing your printers, securing your documents and data and securing the printer on your network. (*Ask about our Security White Paper and Triple Layer Security on our Brother Workhorse devices*).

Our PRINTSIMPLE Printer as a Service Program addresses all of these important factors. We've taken all the elements of office printing: hardware, supplies, maintenance, security features, technical support warranty and bundled them into a predictable low monthly fee.