



Managed Print Services

mpsSELECT™ | Service Monitoring

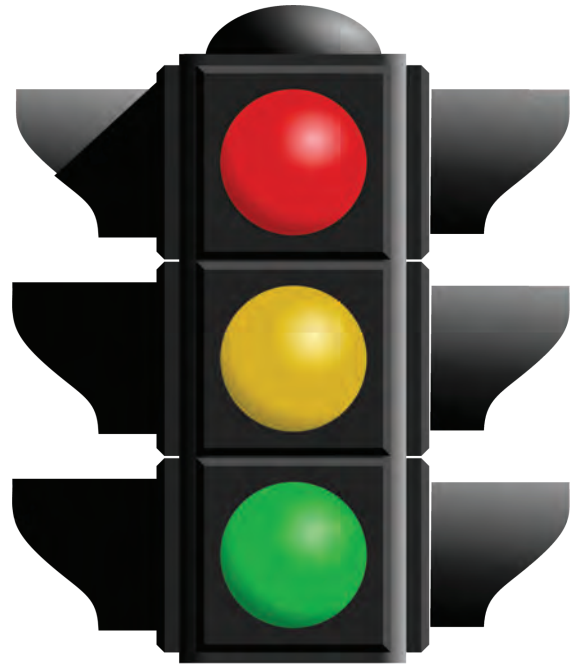
Service Overview:

Supplies Network's **mpsSELECT™ Service Monitoring** proactively notifies you when a device in your customer's environment needs service. Our unique algorithms analyze a set of variables to determine which errors require immediate attention by your service team, which errors should be watched closely, and which errors are able to be cleared by your customer.

With Service Monitoring, you don't have to sift through hundreds or even thousands of email notifications daily to figure out the true status of your customer's fleet. **We do it for you!**

Featured Benefits:

- **Know when a device truly needs attention.**
By analyzing and categorizing error definition at the individual device level, we inform you of a device in need of repair— often before your customer is even aware it's down.
- **Reduce your overhead.**
Because we are monitoring the environment, you don't need personnel sifting through email alerts, trying to figure out which alerts to worry about.
- **Summarized reporting.**
We provide insightful reports monthly on your customer's printer fleet for more efficient management and account communication.



Service Requirements:

mpsSELECT™ Service Monitoring requires either a PrintFleet or FMAudit Data Collection Service (DCS) to be installed in the customer's environment. If you have your own DCS server, we will need permissions set to remotely access the data to perform our analysis. Otherwise, we can provide a DCS to you for a small charge. Please see our **mpsSELECT™ Data Collection Service®** information sheet.

Cost Model:

Priced per **device** with a minimum fee; billed monthly.