

There are many features that set Print Tracker™ apart from the competition. Some may be subtle and only realized after the software is put to use. Others clearly define why Print Tracker is steadfastly used by so many businesses. Following are features that our clients have told us they truly enjoy:

Simple –

- Ease of use
- Run on a workstation or on a server
- “One-Click” Deployment
- Personalized setup programs
- ‘Run’ or ‘Install’ software from USB Key

Smart –

- No .NET conflicts
- Ability to find devices when their IP address or print server changes
- Discovery of Locally Connected Devices
- Integrates with HP SNMP proxy for locally-connected devices
- Reporting on ‘Disconnected’ Devices
- Advanced SNMPv3 options

Solutions –

- Supply, premature cartridge replacement, and service alerts
- Routable email notifications
- Web based ePortal
- ‘On Site’ Service Viewer
- Remote administration of installations
- Personalized report templates
- Total Cost of Ownership Estimator
- Ability to automatically put meters into billing databases
- Sales Quote Automation
- LMI Supply integration
- Create invoice

Service –

- Direct Communication with Print Tracker support team
- Print Tracker Software and Admin Training and Support
- Print Management media campaign assistance
- For higher security, data can be hosted by the dealership
- Low cost of ownership
- Unsurpassed Support

Simple –

- **Ease of use** – From installation to receiving and interpreting reports, Print Tracker is easy to use. Whether the software is installed to pull the meters or run from a USB drive, the process and steps are the same. The installer registers the software entering the Dealer ID, password, an email address and customer name. Print Tracker discovers both locally-connected and network devices.
- **Run on a workstation or on a server** – Customers that do not want anything new or additional running on the server are not a challenge. Print Tracker does not need to be installed on a server; any workstation that remains operational most of the time will work fine.
- **“One-Click” Deployment option** – For customers with limited technical ability this option makes installation a breeze. Authorized account administrators build deployment requests in their Admin to send deployment emails. A simple click of a link registers, installs, gathers device information and sends a meter report *with no end user involvement* other than the “click”.
- **Personalized setup programs** – Print Tracker can create a customized version of the installation program with the dealership’s logo and/or branding. Potential and current customers can download the software from the dealership’s website and install it without sales or service assistance.
- **‘Run’ or ‘Install’ software from USB Key** – USB thumb drives can be set up with both installation and run files right from an office installation with this ‘No-cost’ feature. Dealers can enhance USB key setup with the optional Admin setup function which not only installs the software program files but adds security related documentation to the key as well. Use USB keys for quick “one-time” fleet snapshots or install the software from the drive for continuous reporting.

Smart –

- **No .NET conflicts** – Print Tracker does not rely on the .NET framework. There is no need to install or update .NET and no conflict when different versions are in use.
- **Ability to find devices when their IP address or print server changes** – Print Tracker operates in ‘sleep-mode’ most of the time. Twice a week, Print Tracker ‘wakes’ to verify known device IP addresses and conducts automatic discovery on previously designated segments. When the collection software discovers new devices a report is generated alerting the administrator of the found machines. The Print Tracker Admin utility can also be used to initiate new subnet searches.
- **Discovery of Locally Connected Devices** – Simply install Print Tracker on the workstation where the locally connected printer resides. For customers where multiple locally connected devices are to be monitored, such as a school or hospital, the software can be command deployed using a script unique to the site and servicing dealer. Running in silent mode and needing no end-user involvement, Print Tracker polls the “printers” folder for devices, eliminating items that include ‘writer’, ‘pdf’, Microsoft, Adobe etc. Print Tracker offers three levels of reporting depending on device capability and drivers used.
- **Integrates with HP SNMP proxy for locally-connected devices** – Print Tracker integrates with the HP SNMP proxy to pull meters, toner levels, and status for locally-connected devices. Print Tracker can automatically install the proxy, if desired.
- **Reporting on ‘Disconnected’ Devices** – Print Tracker offers help for those copiers “in-the-hallways” not connected by CAT5 cables to the network or workstations. Reminder emails can be automatically generated and sent to person at the installation location who can take meter collection action.

- **Advanced SNMPv3 options** – Configuration to gather the widest array of device information is easy with Print Tracker. Increasing the time-out and number of attempt settings, the ability to append community string information and the capacity to configure Print Tracker to gather information from devices enabled with SNMPv3, elevates the software above its rivals.

Solutions –

- **Supply, premature cartridge replacement, and service alerts** – Print Tracker provides more than just meters for the billing team. Print Tracker can monitor toner levels and service status sending notification when toner levels reach preselected thresholds. Service information appearing on the device console can also be directed to the service team. Only one alert email is sent per occurrence – **Print Tracker does not 'bury' dealers with alert notifications!** In addition, alerts can be sent when cartridges are replaced prematurely – a great resource management tool.
- **Routable email notifications** – Information gathered by Print Tracker can be directed to anyone for action to be taken. Meter reports can be sent to accounting, supply and premature cartridge replacement alerts to supplies, and service alerts can be sent to dispatch and/or service manager.
- **Web based ePortal** – Another Print Tracker innovation, the ePortal provides secure access to “see” installation and device information. Authorized dealership staff and their customers can see meters and device status from internet enabled smartphone, pads, laptops and workstations.
- **'On Site' Service Viewer** – End users can access a 'snap-shot' of their fleet's current service needs. The 'On Site' Service Viewer allows installers to see devices in 'Service Distress' during deployment. Data is neatly formatted in convenient columns for Alert, Toner, and Service Status and all columns are sortable. In addition, historical service-needed records are kept on all devices.
- **Remote administration of installations** – The Print Tracker Admin utility allows management of the dealership's Print Tracker installations from the home office or enabled laptop. Administrators can change reporting schedules, alert settings, email notification addresses, and view historical device data. Using Print Tracker Admin, managers can classify for management, set device specific and volume alerting, enter notes and location information, set up searches for more devices, and generate a host of reports for volume analysis and proposal generation.
- **Personalized report templates** – Emailed reports that are generated from the Print Tracker Admin utility are created from templates and can be customized to include whatever information is reported by devices. A small sampling of reports includes Device Status, Volume Analysis (with and without charts), Device Totals, Consumables, Cost per Page output, etc. In addition there are several CSV file templates that can be used to import data into widely used industry tools.
- **Total Cost of Ownership Estimator** – Built into the Admin, and included at no charge with most licensing options, Print Tracker's Total Cost of Ownership Estimator allows account administrators the ability to determine cost per page and true cost of ownership for the reporting devices. Customizable fields for page fill, labor rate and call frequency can be modified as can cartridge and maintenance kit yield and pricing information. Devices can be added or deleted to show potential savings to customers and a report for final analysis is available to complete proposals.
- **Ability to automatically put meters into billing databases** – Print Tracker's optional Data Processor automatically puts meters into e-automate, OMD, NextGen, Miracle Service and others. The Data Processor runs on a schedule, set by the dealer, and inserts meter data based on serial number, MAC address and/or equipment ID.

- **Sales Quote Automation** – To expand on the dealership’s fulfillment expertise, Print Tracker can help dealers using e-automate. Sales quotes can be automatically generated using Print Tracker collected low toner alert information. With this Print Tracker Data Processor option, toner fulfillment time can be significantly reduced.
- **LMI Supply integration** – Print Tracker partners with industry leaders. Supply alerts can be forwarded to Laser Masters, Inc. (LMI) to be automatically processed for supply drop shipment. Delivery tracking through LMI’s user friendly E-commerce portal and daily reports help make supply ordering accurate, automatic, and timely.
- **Create custom invoicing** – Designed for dealerships without advanced ERP systems, Print Tracker’s ‘Dealer’s Customer Invoicing’ component puts collected device volumes on a worksheet and allows customized billing based on both black and color output. Individual devices can have different rates based on contracts agreed upon by the dealership and its customers.

Service –

- **Direct Communication with Print Tracker support team** – Built into the software are ‘Submit Trouble Report’ and ‘Enhancement Requests’ options giving Print Tracker users the ability to communicate their needs directly to the support and software team. Dialog boxes encourage entry for general Print Tracker challenges, specific device challenges and submission of new ideas directly to the programmers. Additional communication paths include direct phone support at 001 (866) 629-3342 or via email at: support@PrintTracker.net.
- **Print Tracker Software and Admin Training and Support** – Print Tracker wants its dealers to get the most out of their investment and offers ongoing and continuous training for its users. Typical sessions include: Print Tracker Software and Admin and training for deployment team (MPS specialist, sales team, service techs, and/or management). Many are conducted impromptu via phone and web conferencing. In addition Print Tracker clients are given access to a huge library of support documentation and training videos.
- **Print Management media campaign assistance** – The dealership’s company logo can be imprinted on stock Print Tracker promotional brochures, envelope stuffers and post cards. The distributable brochures address common concerns voiced by end-users.
- **For higher security, data can be hosted by the dealership** – If needed, Print Tracker can assist in the setup of a secure web/database server to host the meter data. Dealers can use a Windows or Linux based server and have all of the data kept locally. (For more details and investment information contact sales@printracker.net.)
- **Low cost of ownership** – Print Tracker has several licensing options available. Dealers choose which features they intend to use and are licensed accordingly. One-time investment licensing covers a dealership for unlimited installations. Our full featured option includes unlimited pre-sales audit discovery, including any run from a USB drive. With this option, Print Tracker gathers meter data at no charge for up to 60 days. When contracts are finalized, account administrators can use the Print Tracker Admin utility to convert any installation from pre- to post-sales. For all licensing options, dealers are invoiced monthly for devices that are classified for management. Rates vary depending on device count and start under five dollars per device per year.
- **Unsurpassed Support** – Though seldom needed, Print Tracker does an exceptional job of supporting our dealers on six continents. We answer the phone when our clients call. If we should ever happen to miss each other and a message is left, we return the call with a sense of urgency. With satisfied customers all over the world, we know you’ll be happy with our service.