

COSTS OF MANAGING PRINTERS MANUALLY



Check if your company is losing money

PRINTER METER READINGS

When you call your customers every month to ask for the printer meter readings. Even if you send them an e-mail and wait for them to respond with the printer counters. You are losing money.



+ \$ 1,000 MONTH.

Calculation for 1000 printers.
5 minutes per call (including missed calls and retries)
5,000 minutes = 83h / month
Cost per month :\$ 1,000 at \$ 12/h - \$ 1,800 at \$ 21/h€



ENTER METERS INTO YOUR ERP

When you have collected all the meter readings, you probably also enter all the data into your billing software manually.



+ \$ 300 PER MONTH.

At 1.5 minutes per meter reading entered
1,500 minutes = 25h / month
Cost per month :\$ 300 at \$ 12/h - \$ 525 at \$ 21/h



MANAGEMENT TONER ORDERS

When your customers call you to order toner, you need at least one person on the phone to manage toner orders. Most probably some of them are urgent because they didn't call beforehand, they just called when the printer stopped.



+ \$ 1,000 PER MONTH.

500 toner orders by phone per month (Average according to the AMR statistical study) At 5 minutes per order.
2,500 minutes = 41h / month
Monthly :\$500 at \$12/h - \$ 861 at \$ 21/h
Urgent toner shipment of 1 for every 10 toner orders.
50 orders at \$ 10 = \$ 500 per month.

STOCK TONER IN CUSTOMERS

To offer a good service you probably leave a spare toner cartridge in stock on each client. At least some of them are out of control, hidden at some cabinet in their office. If its a color printer that means 4 cartridges instead of 1.



+ \$ 100K OF TIED-UP CAPITAL.

If 50% are monochrome printers with an average cost per cartridge of \$ 85. If the other 50% are color printers and have an average cost of \$ 300 per 4 cartridges
500 x \$ 85 = \$ 42,500 of tied-up cap.
500 x 300 \$ = \$ 150,000 of tied-up c.
Total \$ 192,500 of tied-up capital.
Even if it's only a fraction, it's still a lot of your money at someone else's pocket.

MANAGE TICKETS BY PHONE

Your customer call you when they have an issue with their printers. More often that not, your field technicians go on the run to fix a urgent printer breakdown. Due to the lack of first hand information sometimes they have to return to close the ticket.



INCALCULABLE

Cost of telephone attention. Organization cost to cover emergencies and re-arrange scheduled maintenance. Extra cost due to lack of precise information of the printer error.



Sounds familiar? Every month you are losing money. I do not want to lose more money.



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