



ENTERPRISE PRINT MANAGEMENT

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Professional Services

Businesses offering professional services liaise and communicate with customers on a daily basis. Despite email and other forms of online communication, printing still plays a central role in most of this communication. To assist organisations in reducing and recovering the costs related to this, Paperserve has created EPM for Professional Services.

Our aim is to provide a comprehensive print recovery and telephony auditing solution so organisations can accurately monitor and bill their clients accordingly. EPM for Professional Services allows you to see, right down to the quick “in between consultation call”, where your company’s expenses are coming from and how to evaluate and identify areas of saving, reduce printing expenses, monitor usage and improve document security.

EPM’S FUNCTIONS FOR EASY PRINT MANAGEMENT:



COMPLETE COST RECOVERY

EPM enables you to efficiently obtain and allocate charge details according to users, clients, tasks and departments. An intuitive user-friendly interface allows users to easily assign appropriate project codes to print and telephone transactions even if shared printers are being used by a variety of departments. This interface is activated to appear on user desktops, based upon pre-configured rules set in the system administrator screen. Expenses can now be accurately monitored and billed accordingly.



ENHANCED SECURITY

Safekeeping confidential documents is key in a shared service environment. Using EPM’s UPD or Follow-Me print functions, your staff can print to the most convenient printer, using their personal identification numbers or access cards to retrieve their printing. Security is assured and unwanted documents can be deleted prior to printing, reducing waste and saving trees.



SELF-SERVICE PORTAL

EPM’s user self-service portal reduces support and administration by allowing users to:

- manage and view information around their Follow-Me print jobs,
- release their documents to the nearest available printer using any device,
- add and remove print queues in their profile,
- reset passwords,
- track their own printing history.



REPORT ON DEMAND

Reports can be run whenever they’re required and cover all activities by user, cost centre, device or office location. Your system administrators can access all data in real time, directly from a web browser, and then create custom reports by specifying data ranges or using other (customisable) filters. Reports include administrative reporting, relating to the print management environment, department level reporting on every department’s usage, and self-service user reporting.

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CASM



EPM



TRACK SEAMLESSLY

EPM's browser-based management system means company-wide policies can be enforced and your administrators can monitor who is printing, why they are printing, where they are printing and when. Your staff can even track themselves through their own self-service portal.



SIMPLIFY ADMINISTRATION

EPM's central management system allows your IT department to track and control the entire print environment. The system constantly runs a detailed analysis to monitor and evaluate your printer and multi-function environments and all aspects of your printers are managed from toner alerts to any additional hardware or software needed. The pressure on your administration teams is significantly reduced.

THE DIRECT ROUTE TO IMPROVED PRINT MANAGEMENT

The EPM solution consists of modules specifically tailored to the Professional Services sector that are geared towards helping companies like yours find a cost-effective solution to print and telephone cost recovery, printer management, improve printing services and reduce administration and support time.

For more information about how EPM for Professional Services can help streamline your printing and cost recovery process, contact us today.

ABOUT PAPERSERVE

Paperserve is a market leader in providing businesses with powerful print management solutions specialising in internal billing, cost recovery and integrated systems. Paperserve's print management focus and dedication to empowering organisations with the tools to optimise the running of their print environment has led to the development of an advanced contract and asset tracking solution (CASM) for both leased and owned assets. Paperserve believes what you can measure, you can manage and actively innovates in this arena, working to provide businesses of all sizes with powerful print, asset and contract management solutions to improve visibility, increase control, reduce costs and streamline business processes.

If you need to drive and improve the efficiencies of your printing environment, contact the EPM team to see how we can help you. Visit www.epmservices.co.za or phone us on +27 21 551 5961.

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