



# OUTPUT SOLUTIONS

Optimize your print environment

Efficient Technology Management



# THE FUTURE OF YOUR PRINT AND COPY ENVIRONMENT

An end to high costs thanks to custom and  
usage-based solutions

Printers, fax machines, copiers, scanners – in some companies there are more output devices than desks. The mountains of paper grow tall while the operating costs, service calls and consumables rise. Until a partner with a truly effective solution for technology, sustainability, financing and asset management appears – a partner like CHG-MERIDIAN.



## TESMA<sup>®</sup> Online

PREPARATION PHASE		PRODUCTIVE PHASE			END-OF-LIFE PHASE
1 Consulting	2 Procurement Process	3 Rollout	4 Support Concept	5 Financial Management	6 Rollback

Efficient processes and decreasing total costs: Intelligent concepts from CHG-MERIDIAN add value and benefits throughout the entire lifecycle of the printer environment.

CHG-MERIDIAN AT A GLANCE

CUSTOMIZED BUSINESS CONCEPTS  
FOR TECHNOLOGY, FINANCING AND  
INVENTORY

EFFICIENT ORGANIZATION OF  
TECHNOLOGY INVESTMENTS

TRANSPARENT OUTLINE OF COSTS  
AND OPTIMIZED CONDITIONS

RESALE WITH PROFESSIONAL  
DEVICE REFURBISHING

A man in a white dress shirt and a striped tie is looking down at a document he is holding. He is standing next to a copier and has his hand on its control panel. The background is a plain, light-colored wall.

MORE  
THAN 8,000  
CUSTOMER PROJECTS

**A STRONG  
PARTNER**

OVER 30 YEARS OF  
EXPERIENCE

## PREPARATION PHASE

### 1 Consulting

#### HOW WE ASSIST YOU:

- RFP consulting
- Finance consulting
- Lifecycle consulting (TCO)
- Inventory
- Procurement

### 2 Procurement Process

#### WHAT WE DO FOR YOU:

- Needs assessment and request for proposal (RFP) development
- Development of financial plans (budget/household, inventory, investment plan) according to current accounting standards (US-GAAP, IFRS)
- Development of flexible business concepts while taking into account the overall IT investments (total cost of ownership)
- Professional recording and analysis of the current output infrastructure
- Configuration management, invitation to bid from manufacturers or distributors, management of ordering and delivery processes, automated ordering of consumables (remotely using PrintScout®)

## MANY PROVIDE SOME.

There are many companies which offer products and solutions for your output devices. Consulting companies develop plans, banks help finance, hardware manufacturers deliver devices. Many provide some, but only one offers it all: CHG-MERIDIAN.



# SET YOUR PRINT FLEET ON AN EFFICIENCY PATH

With a partner who can manage everything – from procurement to collection

## MANAGE THE TOTAL COST OF YOUR OUTPUT ENVIRONMENT

In many companies – often under the radar of the controlling department – a flood of different output devices spread, causing a landslide of work. Administration, IT operations, maintenance, material consumption – the overall costs greatly exceed the procurement price.

## EXPERTISE

In order to add efficiency and transparency to your print environment numerous capabilities are required: technology expertise in terms of device selection and maintenance, financial and commercial expertise in the procurement and control of device portfolios. All of this can be found in the processes developed by CHG-MERIDIAN.

## CUSTOM AND EFFECTIVE – FROM INVENTORY ANALYSIS TO PORTFOLIO OPTIMIZATION

Where is what? Who copies what? What are the future business requirements and what is the optimum invoicing model? At the start of our consultation there is a device inventory and the systematic analysis of your output environment. A custom optimization plan is created and developed according to technical and commercial criteria.

## ONLY TO YOUR BENEFIT – STRATEGICALLY AND OPERATIVELY

The processes that we create for you follow our independent and neutral expertise. We are not obligated to any bank or manufacturer in any way; our only obligation is our ambition to find the best solution for you. Across the entire lifecycle of a printer we ensure feasible processes and reduced complexity, seamless service and declining costs.

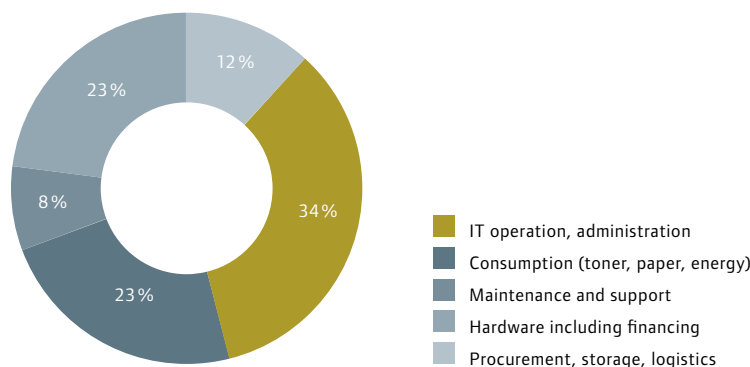
The advisor from CHG-MERIDIAN is always at your side. As the single point of contact, they are the strategic partner and project leader all in one. They oversee, coordinate and manage all aspects of the project.

## A STRONG PARTNER ON YOUR SIDE

The size of CHG-MERIDIAN, our international position in the market, 30 years of experience and over 8,000 customer projects are beneficial to you – and not to mention the fact that we buy \$1 billion worth of IT devices every year:

- Optimized conditions for device procurement
- International standards in project and process procedures
- Extensive knowledge of extensions, modifications and adjustments to technology investments during operating periods
- Flexible and modularly constructed full service packages
- Observance of international accounting regulations (US-GAAP or IAS/IFRS)
- Expert support in preparing public and non-public RFPs

## TOTAL COSTS OF AN OUTPUT DEVICE



# EASY, SOPHISTICATED AND ECONOMICAL

## From the first cartridge to the last sheet of paper

### EVERYTHING RUNS SMOOTHLY RIGHT FROM THE START

Every device is in the right place at the defined time. CHG-MERIDIAN has delivered, unpacked and set up. This rollout is efficient, shortens implementation and reduces costs. Our tailor-made maintenance and warranty plans just as elegantly and soundlessly ensure the high availability of your devices. This is also the case for the conservation of your budget.

### MAXIMUM PROCESS AND COST TRANSPARENCY

TESMA® Online, our Technology and Service Management System, integrates all partners involved in the process. Using our webshop there is an automated acquisition of output devices, consumables and services (on demand). Storage costs and the associated administration work are dispensed with. Instead you receive a clear view of all procurement processes.

You receive an intelligent tool which creates even more added value across the entire IT asset portfolio and makes your working day that much easier.

- Maximum costs and process transparency for your financial management
- Project coordination based on a plannable payment stream
- Transparent invoicing model for full cost monitoring including cost center charging with optional monthly advance payments
- Better prices with framework contracts

### THE END OF EXCEL SPREADSHEETS

Many work processes which previously had to be done manually have literally disappeared. You will no longer have to look for service numbers as the error and maintenance notifications take place automatically. Even Excel lists for consumption invoicing are a thing of the past – precise, cost center invoicing takes place with our integrated eBilling process.

### ADDED VALUE IN VARIOUS DEPARTMENTS

Right from the first day your output structure is completely transparent: location, user, cost centers, consumption etc. Various departments benefit from this. The representative from IT knows where which device is and what its serial number is. Invoicing never has to create lists of device information again. The controller sees how the hardware costs are developing. The commercial head creates an approval workflow for orders in no time.

### NEW FORMS OF IT CONTROLLING

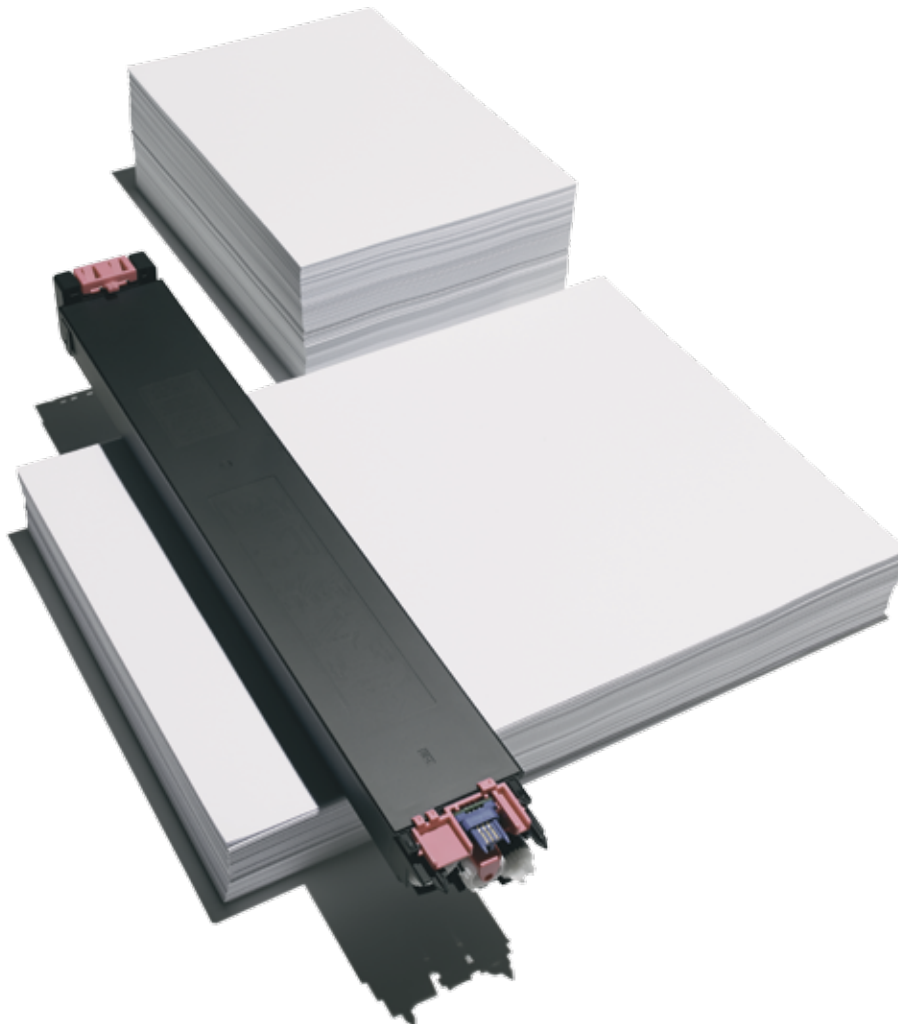
The integration of technical and commercial data allows new dimensions of transparency. The planned and actual consumption of all devices can be viewed at any time. Expenses can be reported, calculated and budgeted with fine granulation. Consumption peaks and cost drivers are detected in an instant. The saving potential is plain to see.

## PAGE, TONER OR ALL INCLUSIVE?

Together, we will find the right invoicing mode for you: by requirement and need, by use or by page. Or an inclusive price for the device, service and consumption – even across various device brands. All of this, of course, in an international environment.

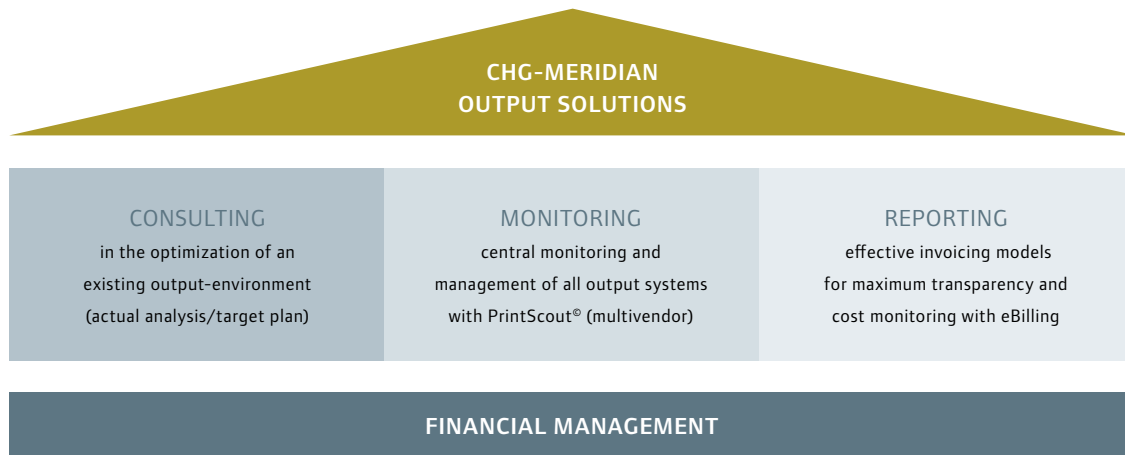


PRODUCTIVE PHASE		
<h1>3</h1> <p>Rollout</p>	<h1>4</h1> <p>Support Concept</p>	<h1>5</h1> <p>Financial Management</p>
<p><b>HOW WE ASSIST YOU:</b></p> <ul style="list-style-type: none"> <li>• Rollout</li> <li>• Support</li>   <li>• Financial management</li> </ul>	<p><b>WHAT WE DO FOR YOU:</b></p> <ul style="list-style-type: none"> <li>• Delivery of hardware and consumables, installation</li> <li>• Warranty processing, warranty and insurance plans, provision management of support and services (SLAs)</li> <li>• Financing according to accounting standards (US-GAAP, IFRS), budget optimization, global tax management and reporting, fully electronic invoicing, cost center-specific Invoicing and transparent reporting of consumption data per asset in TESMA® Online</li> </ul>	



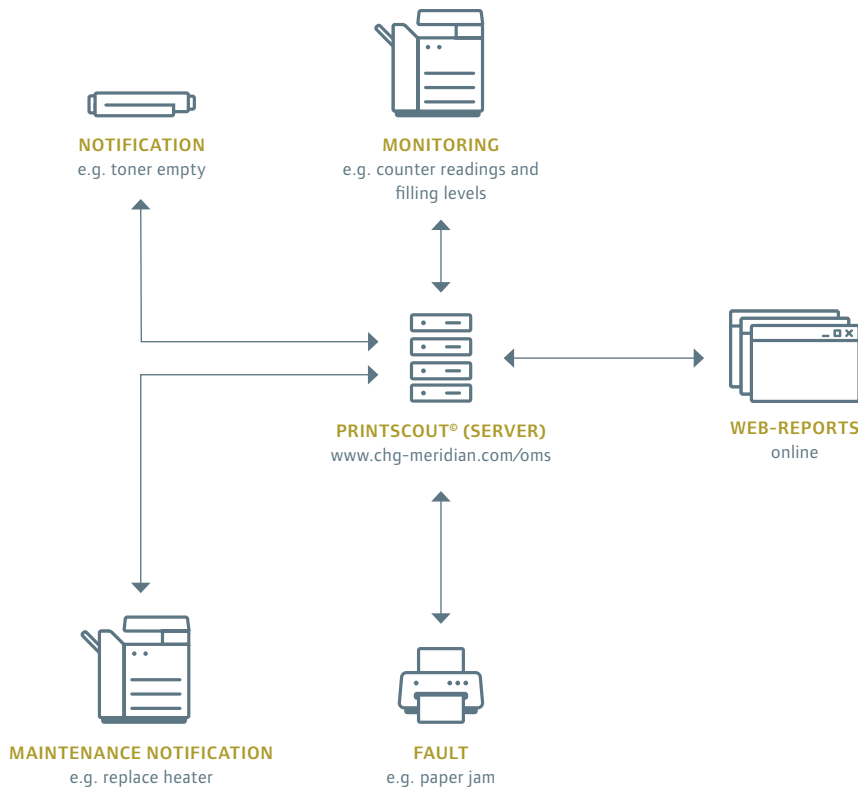
# STANDARDIZED AND SCALABLE

Discover the optimization potential of your print environment



# PRINTSCOUT<sup>®</sup>

## The tool for seamless operation

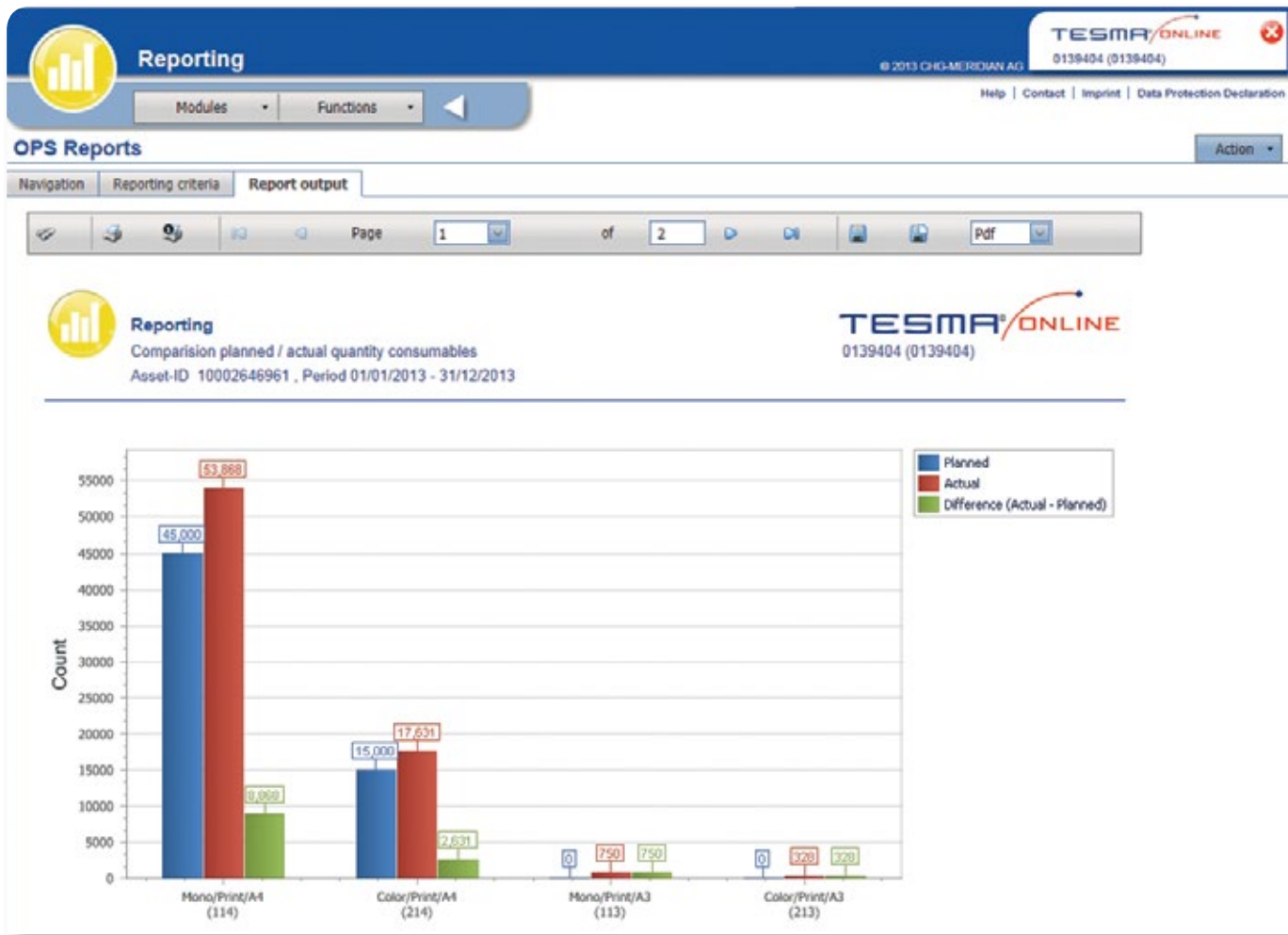


### SYSTEMATIC APPROACH

CHG-MERIDIAN Output Solutions is a modular and independently scalable service packages with which you can optimize your output environment and clearly view the costs at any time. There is further optimization potential resulting from the evaluation of your print behavior via the CHG-MERIDIAN tool PrintScout<sup>®</sup> as well as through comparisons with other customer projects of similar type and size. You benefit from our structured approach and the many years of experience of CHG-MERIDIAN.

# eBILLING

The process for precise invoicing



## eBILLING – AUTOMATIC CONSUMPTION INVOICING

TESMA® Online controls all processes between CHG-MERIDIAN and the customers. eBilling brings order and efficiency to the invoicing process by providing consumption and usage-specific invoices for devices and consumables. Simply define your planned consumption during the hardware order.

After this you can monitor the actual consumption at any time via TESMA® Online. Much like your electricity bill at home, it's easy to recognize if your usage behavior corresponds to the defined advance payments, if there are deviations and where these occur. It couldn't be simpler.

**INVOICING WITH JUST ONE CLICK**



1 Shopping basket administration includes service and consumables (toner/ink and clicks etc.).

2 Order process for hardware, service and consumables.

3 Manual data import or import of proof of delivery and/or counter readings via data interfaces.

4 After importing the invoicing-relevant data (e.g. all toner deliveries by S/N) the resulting invoice is automatically displayed per asset in TESMA® Online.

5 Actual/target comparison, consumption-based annual accounting etc. with one click. Plus counter readings and low toner notifications (device-specific live data from PrintScout®).



42144  
-  
42149

42143  
-  
42138

DEVICE RECOVERY

**INTELLIGENT**

SYSTEMATIC RECYCLING

# DON'T STOCKPILE OLD DEVICES, THEY'LL SIMPLY DISAPPEAR

Collect, clear out and recycle

## END-OF-LIFE PHASE

### 6 Rollback

#### HOW WE ASSIST YOU:

- Rollback
- Refurbishing
- Reselling
- Recycling

#### WHAT WE DO FOR YOU:

- Dismantling, collection, inventory, logistics
- Refurbishing
- Resale
- Disposal

#### COLLECT AND CLEAR

We have all experienced it: defective and obsolete printers and fax machines line the corridors and are stacked on side tables or stuffed in a spare closet. It's a reality in many companies but a thing of the past with CHG-MERIDIAN. We clear it all. This means we dismantle old devices, take them out of the inventory and ensure their removal.

#### SYSTEMATIC RESELLING

There is a test, a configuration analysis and the systematic repair of your used output devices at our internal Technology and Service Center near Frankfurt, completely in line with green IT and an ecologically responsible recycling economy. Devices which cannot be marketed are recycled according to the WEEE standard.

Are you a leasing customer and would like to optimize your conditions? Or would you like to dispose of all of your used IT devices for a profit? CHG-MERIDIAN is in a position to soundly appraise objects in their value progression and to dispose of them again. We can even internationally market 48-month-old hardware with careful reconditioning.

We also find the best prices for your old devices. If we are your leasing partner, this often leads to optimized conditions as soon as the procurement phase begins. Otherwise, we can sell your devices for a fixed price or as commission goods and divide the revenue with you (open book procedure).

# THE REINVENTION OF IT LIFECYCLE MANAGEMENT:

The Technology and Service Management System  
TESMA<sup>®</sup> Online



TESMA<sup>®</sup> Online has proven itself to be one of the leading Technology and Service Management Systems. Approximately 2,000 customers already manage over a million IT devices with this tool. TESMA<sup>®</sup> Online is well-established on the market with over 500 active customer accesses per day. Ease of use, unique integration of technical, installation and financial data and permanent up-to-date information are accelerating its development.



### INTEGRATED DEVICES AND FINANCIAL DATA

TESMA® Online is an internet based Technology and Service Management System. The device administration optimizes all phases of the technology lifecycle – in both technical and commercial respects. With TESMA® Online you reduce costs, save time and increase your productivity.

TESMA® Online is intelligent, adaptable and user friendly. It delivers information about device locations, configurations, user behavior, budget development, and more to you in real time. The PrintScout® function enables the central monitoring of your output systems. eBilling ensures maximum transparency and

consistent automation in all ordering and invoicing processes. Furthermore, TESMA® Online creates the basis for extensive controlling and precise overview of all devices, consumables and services. The relevant information for your individual planning and optimization needs is always just a click away.

Every asset management system is only as good as its data. Anywhere where content maintenance takes place manually – the majority of the time in most cases – data quality is in danger. TESMA® Online, on the other hand, is fully operational at any given time. Updating is done automatically via CHG-MERIDIAN's internal ERP system and a seamless integration with your existing system environment. This is one benefit that many CHG-MERIDIAN customers know to appreciate in real business situations.



TESMA® Online optimizes asset management across all phases of the technology lifecycle. The system creates the basis for our customized business concepts for technology, financing and inventory.

# INDEPENDENT, AMBITIOUS, WORLDWIDE.

Exemplary references from our international  
sphere of influence



3,000 PRINTERS  
ACROSS GERMANY

# ADMINISTRATION & PROCUREMENT

SAVINGS OF MORE  
THAN 20%

## ADMINISTRATION AND MONITORING OF PROCUREMENT – 3,000 PRINTERS ACROSS GERMANY

**CHALLENGE:** An international logistics services supplier had the task of reducing their printer environment. At the same time, they wanted to replace their existing devices with a newer, consistent technology. The effort for consumables, service and maintenance was minimized.

**SOLUTION:** Simplifying the ordering process, outtasking of printer environment, standardization of the shopping basket in TESMA® Online. The ordering of hardware, services and consumables takes place in just one step; the invoicing of the consumable at the touch of a button.

**CUSTOMER BENEFITS:** Standardization of hardware and automation of invoicing. The customer benefited with a saving of more than 20 percent.

## CONSOLIDATION OF DEVICE ENVIRONMENT IN A MAJOR GERMAN UNIVERSITY CLINIC

**CHALLENGE:** A major German university clinic wanted to reduce the number of its printers and multi-functional devices. At the same time, the administration workload was to be alleviated and costs are to be reduced.

**SOLUTION:** A standardized device environment, perfectly aligned to the stringent clinic demands. Confidential printing ensures data protection. Invoicing on the basis of toner meets the requirements of the university clinic and its 10,000 users.

**CUSTOMER BENEFITS:** The clinic reaped benefits from the reduced number of devices (from 3,500 to 2,539), thus cutting output costs by almost 38 percent. A special leasing model allows for the exact apportionment of costs to individual cost centers and even to specific devices.

STANDARD  
DEVICE ENVIRONMENT

# REDUCED NUMBER OF DEVICES

38% REDUCTION IN  
OUTPUT COSTS

NEW OUTPUT  
INFRASTRUCTURE

# OUTPUT MANAGEMENT

1,500 OLD DEVICES  
OVER 100 LOCATIONS

## ENTIRE OUTPUT MANAGEMENT IN ONE PLACE – URBAN ADMINISTRATION WITH MORE THAN 1,500 ASSETS

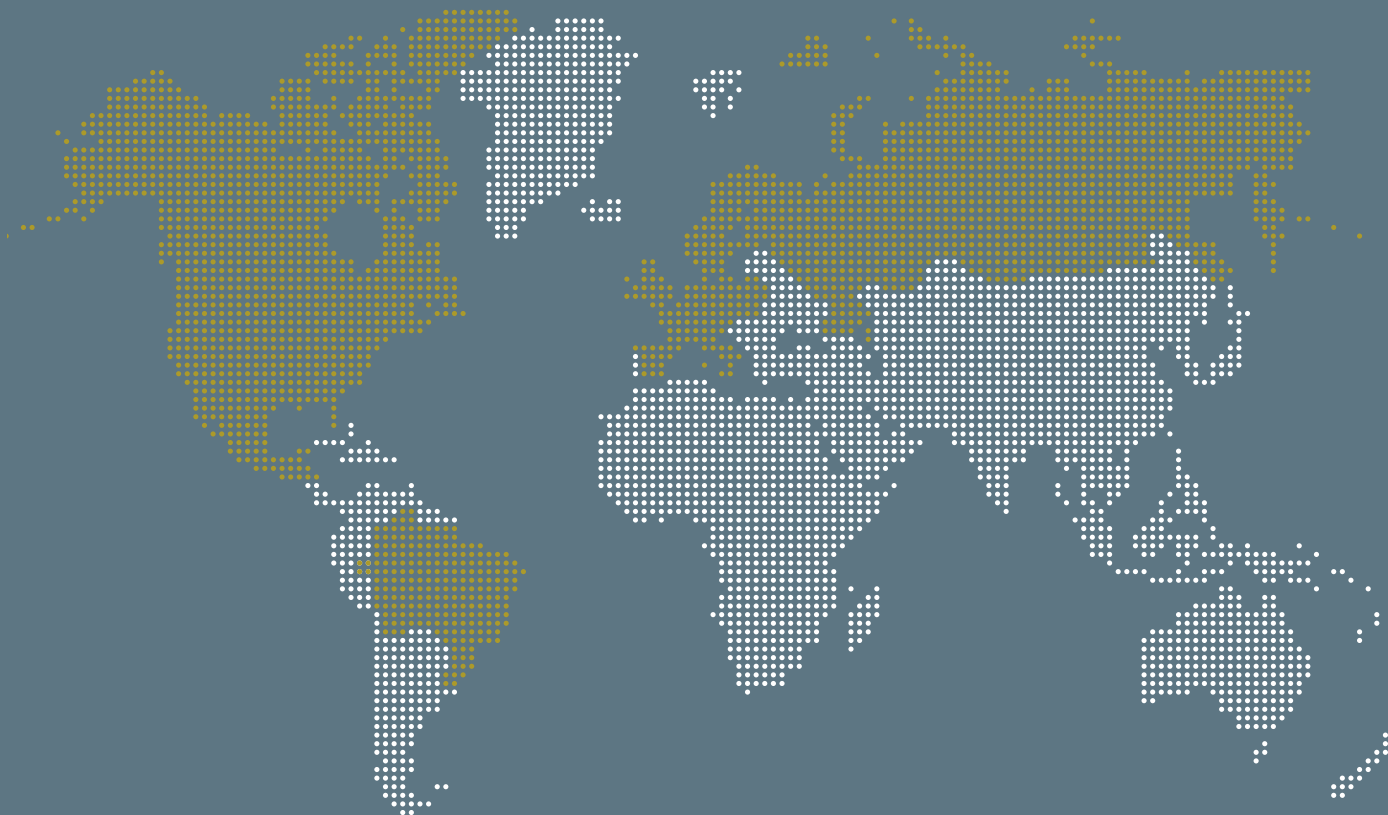
**CHALLENGE:** An urban administration in Rhineland-Palatinate, Germany wanted to optimize its document processing and reduce costs. Over 100 locations and more than 1,500 devices were to be standardized and modernized.

**SOLUTION:** Coordination of all transactions and processes with manufacturers, suppliers and service providers. Approx. 1,500 old devices were replaced with approx. 800 modern and cost-saving new devices. The order process takes place via TESMA® Online. Service and ordering processes were standardized and automated.

**CUSTOMER BENEFITS:** Complete transparency of all project costs, cost center-specific invoicing, standardised output infrastructure and alleviation of internal administration workload.

# CHG-MERIDIAN AROUND THE WORLD

## OUR LOCATIONS



### GERMANY

Weingarten (HQ), Munich, Nuremberg, Dusseldorf,  
Groß-Gerau, Hamburg, Berlin

### EUROPE

Paris (FR), Lyon (FR), Monza (IT), Rom (IT),  
Barcelona (ES), Madrid (ES), Baden (CH),  
Vienna (AT), Grimbergen (BE), Egham (UK),  
Daventry (UK), Dublin (IE), Rotterdam (NL),  
Moscow (RU), Ljubljana (SI), Prague (CZ),  
Warsaw (PL), Bratislava (SK), Oslo (NO),  
Skien (NO), Stockholm (SE), Helsinki (FI),  
Copenhagen (DK)

### AMERICA

New York (US), Woodland Hills (US),  
Atlanta (US), Chicago (US), Dallas (US),  
Windsor (CA), Monterrey (MX), Mexico City (MX),  
Guadalajara (MX), São Paulo (BR)

## OUR COMPANY

CHG-MERIDIAN is a globally leading supplier of customized business concepts for efficient technology management. As a financial advisor and technology manager, the company offers maximum relief over the entire technology lifecycle. Customers with investment projects in the IT and telecommunications, industry, and healthcare sectors sustainably benefit from reduced costs and risks, as well as from intelligent controlling to technical and commercial monitoring of their device environment.