NINESTAR MANAGED PRINT SERVICE

Opportunity is knocking

About Ninestar

Founded in 2000, Ninestar has been focusing on inkjet cartridges, toner cartridges and ribbons' development, manufacture and sales for more than eighteen years. Headquartered in Zhuhai, Ninestar has established branches, warehouses and logistic platforms in Holland, the USA, Italy, Malaysia and Japan to offer quick local response. Quality products and services are distributed to over 170 countries and reach over 200 million end users. So far, Ninestar holds a total of 4,330 patents worldwide, far more than any other company marketing third-party supplies. in 2018, Ninestar released its MPS solutions by providing full ranges of IP safe quality consumables.
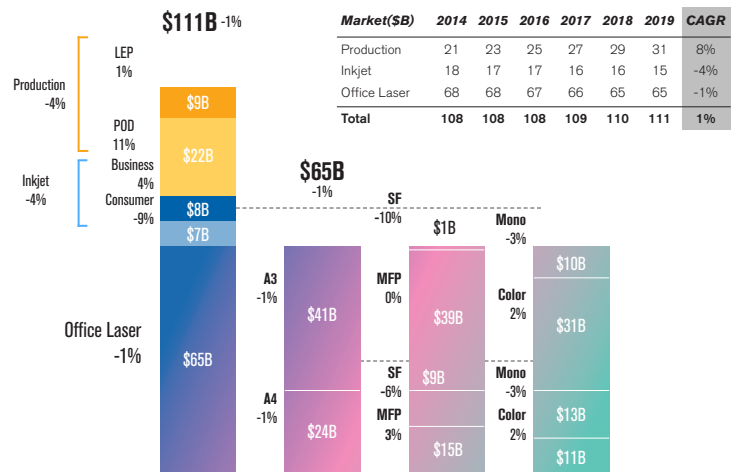
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What is managed print service (MPS)?

Managed print service (MPS) is the active management and optimization of document output devices and related business processes. It enhances value to the end-user by leveraging a single provider, to manage imaging device fleets, control related costs, and streamline key business processes. As a MPS provider, you can provide your customer with:

- ✅ A consolidated billing structure on a group of imaging devices, such as "price per page" that includes one of the following combinations in the contract:

  a) Printing consumable included
  b) Printing consumable and maintenance/repairs included
  c) Printing consumable, maintenance/repairs and printer/MFP hardware (purchases and leases) included

- ✅ Centralization of decision making and increased understanding of all related costs.

- ✅ Assessment services designed to provide analysis and recommendations.

- ✅ Right-sizing of the imaging device fleet, with a particular focus on cost control and reduction.

- ✅ Device fleet monitoring, which tracks imaging device fleet page volumes for billing purposes.

- ✅ Monitoring and reporting of device utilization and maintenance against predefined key performance metrics.

- ✅ Help desk services to triage and maintain the imaging device fleet.

- ✅ Formal, end-user training and/or a change management program to motivate employees to achieve and maintain key performance metrics.
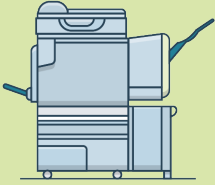
Why you should move to MPS?

Global Printing Market

Market($B)	2014	2015	2016	2017	2018	2019	CAGR
Production	21	23	25	27	29	31	8%
Inkjet	18	17	17	16	16	15	-4%
Office Laser	68	68	67	66	65	65	-1%
Total	**108**	**108**	**108**	**109**	**110**	**111**	**1%**

$111B -1%

Production -4%
LEP 1% — $9B
POD 11% — $22B

Inkjet -4%
Business 4% — $8B
Consumer -9% — $7B

Office Laser -1% — $65B

$65B -1%

A3 -1% — $41B
A4 -1% — $24B

SF -10%
MFP 0% — $39B
SF -6% — $9B
MFP 3% — $15B

Mono -3% — $1B
Color 2% — $10B
Color 2% — $31B
Mono -3% — $13B
Color 2% — $11B

- **Supplies sales are nearly flat or decreasing.**

- **Lower margins because of tougher competition.**

- **Profit model transfers from Transactional Model to Contract Based Model.**

- **Secure customer loyalty.** MPS is a contractual service which helps you to build a long term relationship with you customer. By providing a proactive service, you can increase customer satisfaction.

- **Monitor your market.** You will well know the full installed base, supplies delivery and detect opportunities.

Transactional Model

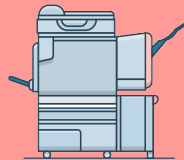| Purchasing Department	IT Department	IT Department/ Outsource 3rd Party	Office Manager
Copiers	Printers	Service	Supplies
Copiers=Lowest cost per page	Printers=Lowest price device	Service=Internally funded through IT or outsourced	Supplies=Unmanaged decision making

Contract Based Model

IT Department - CIO

1-3 Year Contract

MPS Dealer-Reseller

Copiers

Printers

Service

Supplies

Fleet Management, Service, Supplies, Print Specialist

Why choose Ninestar MPS?

About Ninestar MPS Solutions

Ninestar **MPS** solutions is based on Ninestar's comprehensive product portfolio. As a global leading one-stop printing solution provider, Ninestar has following 4 business models for its **MPS** solutions:

- **Software**

  With the launch of Ninestar Device Manage Software (NDMS), Ninestar meets the needs of its partners who wish to manage their customers installed base.

- **Printing consumables**

  If you already have suitable MPS software, Ninestar provides full range of high quality printing products to meet your customers' different needs.

- **Software + printing consumables**

  NDMS plus Ninesar's full range of printing products are the best combination for you and your customers to start MPS business.

- **Software + printing consumables + printer**

  In addition to NDMS and Ninestar's one-stop printing products, Ninestar has the ability to offer Pantum or Lexmark branded printing device for your customers.
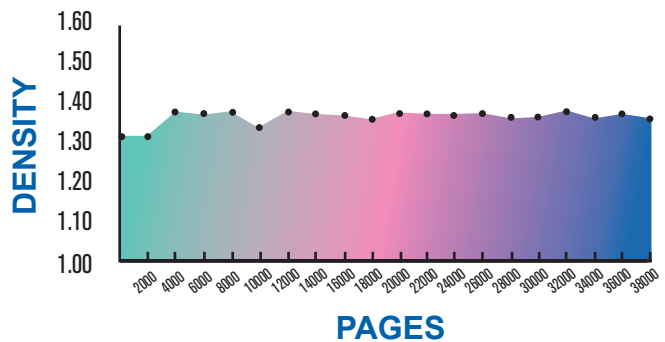
Advantages of Ninestar Printing Supplies

- **Comprehensive product portfolio**

  Ninestar's printing consumables have covered 90% OEM brands.

- **Stable printing quality**

  Ninestar uses high-quality core components such as MCC, Fuji, SCC, etc. to ensure stable output which is crucial for your customers.
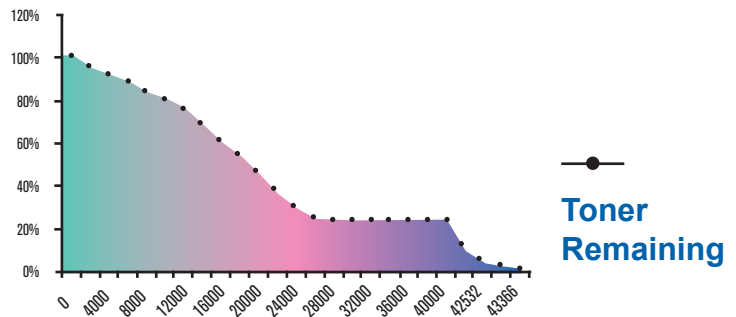

*Data comes from Jumbo Products

- **High page yield (Jumbo Products)**

  Special Extend Yield rubber component design increases Ninestar's products page yield. For your customers, more page yield means less cost per page (CPP). If you prefer bill by CPP, Jumbo products will bring you more profit.

- **Monitor toner/ink remaining**

  Ninestar's brother company Apex and SCC provide chip technology support which enables Ninestar's consumables remaining can be detected.

Toner Remaining

*Data comes from Jumbo Products

- **Strong patent technology**

  So far, Ninestar holds a total of 3,860 patents worldwide, far more than any other company marketing third-party supplies.

- **Customize for you**

  Ninestar supports your customization.

About NDMS

Ninestar Device Manage Software (NDMS) is an essential tool in Ninestar **MPS** solutions. Via a simple internet connection your customers can monitor the printing of their installed base, as well as different page billing contracts, discovering automatically the connected devices and benefiting from advanced reporting.

Features of NDMS

- Customized to your customer's brand
- Consolidated reports on all customers
- API (Web Service) to connect to ERP, warehouse, etc.
- Easy Invoicing with different modes
    a) Bill by pages at global or detailed Cost Per Page
    b) Bill by cartridges
- Extended supply catalog with OEM & 3rd party reference
- Automatic substitution to the most effective supply

NDMS Compared with OEM

OEMs' **MPS** solutions are focusing on their own products. They have poor support for other brands. You need to master several software for different brands. For example, HP has its WJA and Kyocera has KyoFleet, etc. Imagine your different customers using different brands' products, it is very complex to manage customers with mixed fleet of devices.

Ninestar's **MPS** software NDMS is compatible with different brands.

DMS Compared with PMS

Function	Device Management Software	Print Management Software
Supplies Level Monitor	√	√
Print Alerts Mangement	√	√
Usages & Pages	√	√
Print Efficiency reports	√	√
Cartridges Efficiency Report	√	√
Billing Report	√	√
Savings	√	√
Print Server		√
Access Control		√
Follow-Me Print		√
Print Policy		√
Quotas		√
Rebilling		√
Cost	No Extra Cost for NDMS	US$3000+ On-Boarding Fees
Targeted Users	Dealers/Resellers	Corporate Users

*Ninestar also provides Print Management solution. Contact us for further information.

How to get started?

1. **Register for a 60-day trial**

   a)   The register site address:

   https://eu-ninestarimage.cloud/ for partners outside of Asia

   https://cn-ninestarimage.cloud/ for Asian partners

   b)   Fill the registration form with your contact email address, subdomain to use and password.

   c)   Ninestar is notified about your registration once you register successfully.

   d)   You will receive a welcome email with instructions how to set up the agent software.

   e)   You will get 60-day free license to test NDMS.

2. **Install the agent on your network**

3. **Have an online demo based on your data**

4. **Define together a Pilot Customer**

   a)   Midsize customer: 100-1000 network printers

   b)   Significant Supply Volumes

   c)   Mixed Installed Base

   d)   Interest in automated supplies delivery

5. **Choose the most effective Supply**

FAQ about
NDMS

Device Support

1. How many printer models does NDMS support?

- We can support any printer which is SNMP (network) or PJL (USB) compliant.
- If a new model is detected, you can ask for support. If the printer is MPS capable, it will be supported within hours.
- "MPS capable" means that the device is able to report:
    a) its characteristics : model, serial number
    b) its supplies : type, current level
    a) its counters
    b) alerts on problems : supplies low, jams, etc.

Infrastructure

2. Can I host the NDMS service on a server at customer or reseller site?

- No. NDMS software operates only in cloud mode, because security, availability and fast evolution are key considerations that require a cloud implementation. You can access the software from any workstation with an internet access.
- Only the agent software is installed on your customer network.
- No software needs to be installed at your level.

3. Can I manage a customer with multiple sites?

Yes. You can define an unlimited number of sites and discovered printers will be assigned to each site.

4. Can we see devices on maps?

Yes, you can load plans of the buildings' floors and place the printers on the floor maps.

5. Do you manage devices which are always offline?

Yes. For devices which are never connected, you can add them to NDMS using the Add unmanaged device button. You will be prompted to select the model, and supply replenishment will be managed through manual orders.

Prerequisites

6. What are the prerequisites to install an agent?

- The agent will run on any version of Windows (from XP to the latest versions), macOS or Linux.
- The agent must have access to Internet on ports 80 and 443 (HTTPS)
- We also support most Internet connections via proxy.

7. Do you have connectors to other software (ERP, Warehouse Management, Shipment Tracking, etc.)

NDMS provides a documented API to request all the available data in a format that can be used by other applications. API documentation is available online.

USB Printers

8. Do you support USB printers?

- Yes, we do support USB printers from HP, Lexmark, Canon, Samsung and other brands which are able to handle PJL requests.

- The list of supported devices is growing every day.

9. Do you have to install software on the workstations?

Yes. To monitor a personal printer connected via USB cable, we install a USB agent software on the workstation. This agent will collect the information through USB cable and forward it to the server.

10. Do I need an Internet access on each workstation?

The USB agent talks with the server via an Internet connection (HTTPS). If the workstation has no Internet access, one USB Proxy agent can be installed on a computer with an internet access, and all USB agents will connect via this proxy.

Operations

11. How do you detect supplies needs?

- NDMS monitors the level of supplies. When they reach the alert level, a supply order is scheduled.

- Alert level can be defined globally for monochrome, color supplies, maintenance parts as a percentage of their remaining life (e.g. 10%)

- When enough history on device usage has been collected, you can set a predictive alert level based on remaining days of operation (e.g. 10 days before running out).

- The alert levels can be adjusted per device depending on their criticality or supply delivery process.

12. How do you protect me from misuse or waste?

- NDMS tracks the effective usage of each supply and compute an efficiency ratio.

- If a cartridge is replaced too early and toner is left in the disposed cartridge, the supply order will be automatically blocked is the supply usage is below a threshold (e.g. 50% of its nominal usage).

- If a cartridge is swapped between printers, the order will be blocked.

- You can see the full history of supplies installation and level on all the devices.

13. How do you handle defective supplies?

A manual order can be scheduled and will be tracked the same way.

Maintenance & Service

14. Do you handle printer problems?

- Yes. The printer alerts will be sent to the Maintenance queue. They can be dispatched depending on their severity and skill requirement to a local contact or a designated technician e-mail.

- A service ticket with a problem description and a picture can be sent to a Technician.

15. How do I know when the problem is fixed?

Printers with problems which are fixed will appear in the Repaired list, so you can track repair completion.

16. Do you handle printer maintenance?

Yes, Maintenance alerts (Fuser or Belt End of Life) can be generated when the wearable parts are near the end of their life. This can be set separately from supplies thresholds.

Security

17. What data do you collect from the customer?

NDMS collects information about printer (model, S/N), supplies (type, level), counters and alerts (jams, fuser end of life, etc.). NDMS does not collect any information about users, print jobs and their content.

18. Where the customer data are stored?

The collected information is stored on a Microsoft Azure Datacenter in your region (China, Europe). More locations will be added as needed.

19. How secure is NDMS?

- Collected printer data are sent to the server using HTTPS secured connection. Data in the Azure data centers are protected with the highest industry standard against physical or electronic threats.
- Redundancy and backups guarantee the highest availability.
- The overall NDMS solution will compare favorably to most IT in-house infrastructures.

20. Who can access to the NDMS web site?

- NDMS can manage different access profiles.
- The administrator will be able to set up the partner and customers environment (set prices, manage the supplies catalog, add devices, etc.) and run all reports.
- The contract manager...
- The contract viewer...
- The technician...

21. Can I give access to NDMS to my customer?

Yes, you can add customer users as contract viewer, so they can look at devices and run reports without being able to change set up.

Licensing

22. How does it works?

NDMS manage devices based on active licenses, one license per each managed device. You can purchase license packs from Ninestar as you need. The order will include the number of licenses needed and the duration of the licenses.

23. What is included in the trial program?

When you register on the NDMS portal, you get 100 licenses which are valid for 60 days, so you can register up to 100 devices in total on your dedicated portal. These devices can be at one or several customers.

24. What I have to do at the end of the trial period?

To continue monitoring the devices, or to add more devices, you have to purchase the corresponding number of licenses from Ninestar for the desired duration.

25. What happens if my licenses have expired?

- NDMS will stop monitoring the devices, so you will not benefit from up-to-date information about your devices, and new devices will not be discovered.
- Access to the reports will be disabled
- After 60 days without renewal, all the collected data will be deleted

Client Billing

26. How I can bill my customer?

NDMS provides 2 ways to invoice your customer:

- On a Cost per Page basis
- On the number of supplies delivered

27. How I can define the Cost per Page

- You can define the following parameters:
    a) Cost of a monochrome page
    b) Cost of a color page
    c) Cost of a scan

- You can also include a quota of free mono/color pages

- You can define default CPPs for all devices and specific CPPs by device models
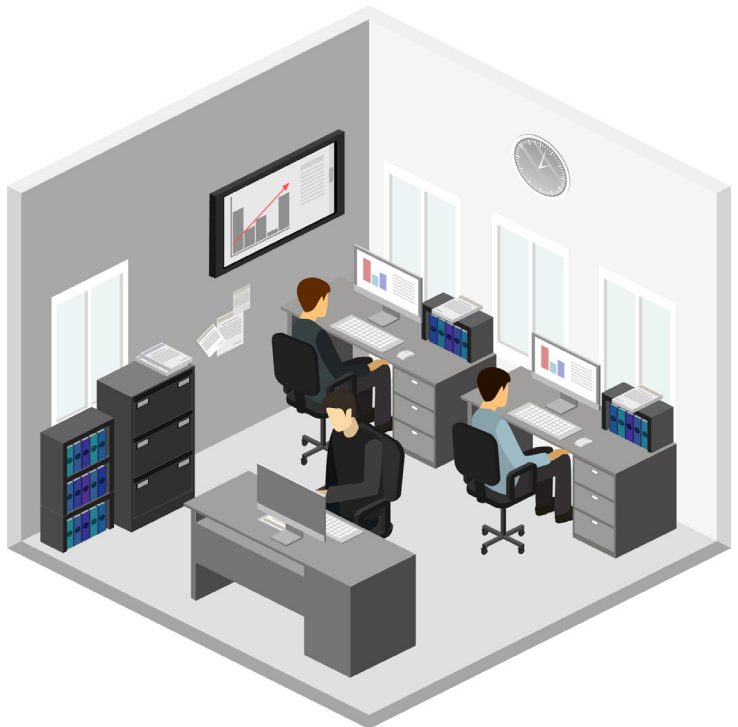
NDMS

Ninestar Device Manage Software

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