



BTB Grand Slam
September 15-16, 2016
The Westin Copley Place - Boston, Massachusetts



SARAH CUSTER
Director of Services and Solutions
Supplies Network



BTB Grand Slam
September 15-16, 2016
The Westin Copley Place - Boston, Massachusetts

SUCCESSFUL
MPS EXECUTION =





POOR
EXECUTION =



I HEAR...



HAVE YOU EVER HAD ANY OF THESE THOUGHTS?

- Overhead expense is growing faster than my profits.
- No matter how many people I hire, I still need more.
- My team spends all their time dealing with issues.
- My customer abandonment rate is higher than my close rate.
- How can I close new deals when I can't even manage the deals we have?



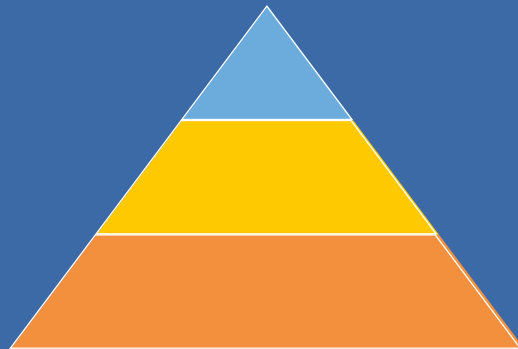
MPS CAN BE A PERILOUS JOURNEY...

- Out-of-control overhead expense
- Poor customer satisfaction – lost customers
- Stagnating sales
- Loss to competitors



TAKE BACK CONTROL

with a few key concepts



70% OF COST
SURROUNDS SUPPLIES REPLENISHMENT



SHIP TOO EARLY = LOST PROFITS
SHIP TOO LATE = LOST CUSTOMERS



VISIBILITY

**ARE YOUR CUSTOMERS
ORDERING SUPPLIES?**

**IS YOUR STAFF MANUALLY
ORDERING SUPPLIES?**

- Is this managed print?
- Are there rogue buyers?
- Is this account secure from competition?
- Am I making money?
- Do I even know?



AUTOMATED SUPPLY REPLENISHMENT IS KEY

- Maximize profitability
- Happy, secure customers
- Repeatable and scalable



KEY FACTORS IN AN AUTOMATED SYSTEM

- Detailed information per model to account for variances in reportability is imperative to supplies management.
- Complete automation of the process so no one is manually keying orders.
- Ability to aggregate the current supplies needs of a given ship to, avoiding multiple freight charges in a given week to the same address.
- Complete visibility of the process for both end-user and reseller via online portal or mobile app.



OTHER KEY COMPONENTS

Break-Fix Service

- Is triage taking place...before a tech is dispatched?
 - First time fix rate?
 - Car stock?
- Visibility for reseller and end-user
 - Has anyone else already reported an issue?
 - What is the status of my request?



CHANGE MANAGEMENT

- Do users know what to do?
- Are resources available?
 - Where are my supplies?
 - When will this be fixed?
 - Who is responsible?
- Process
 - Who do I call?
 - Where do I go?
 - What should I expect?



Do you want **YOUR** program to
PRINT MONEY?

