BTA Business Technology Association®

NEXERA
A BEI Services Company

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Data tells the story

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Change creates opportunity

- Page volumes are declining
- Customers are more apt to have co location workers
- Product mix is definitely changing
- Prospering in this new normal will require change
- New disciplines will have to learned
- Changes in current business model are necessary

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Segment	1 Pop	AMV	2 Pop	AMV	3 Pop	AMV	4 Pop
71	6856	279	6596	770	4582	1,381	3198
72	73665	361	72330	1,168	46511	2,259	29386
73	81363	536	58078	1,719	34375	3,290	20481
74	128962	1,023	86110	3,267	51002	6,006	31744
75	4303	1,364	3368	4,714	2370	8,463	1653
C1	30	142	14	805	8	1,327	2
C4	4443	1,419	2422	4,947	1521	8,775	1012
C5	5632	2,884	3375	11,380	2802	21,073	2210
C6	363	5,866	421	28,542	395	50,873	350
C7	20	4996	34	31444	35	65625	36
Color CF	40	708	32	2971	32	7098	29
Color WF	6087	111	2637	540	566	1,471	332
CP1	13538	72	5684	312	1974	606	1069
CP2	54497	129	32027	434	13505	902	7100
CP3	39882	183	33796	631	18006	1,267	10053
CP4	26152	349	16244	1,261	8451	2,561	4934
CP5	132	141	139	403	110	965	152
CP6	15	1,032	11	4,695	13	8,266	8
CP7	49	90834					
CP8	20	41936	13	148840	5	255130	
D1	4662	120	2876	411	1394	770	900
D2	48197	288	41909	937	26002	1,882	17605
D3	49074	490	39654	1,641	25996	3,164	18021
D4	122386	973	70337	3,352	41012	6,455	25215
D5	17285	2,445	11202	8,366	7901	15,265	6687
D6	6060	5,841	4563	20,900	4049	37,384	3425
D7	884	13,825	828	47,198	659	87,878	552
D8	25	17,945	21	86,236	35	168,155	27
PR1	19355	81	5863	412	1815	922	980
PR2	49963	117	19900	438	7040	958	3201
PR3	203354	200	102095	714	44693	1,543	22638
PR4	353746	484	180977	1,796	73132	3,925	31505
PR5	695	394	460	1,647	297	3,646	280
PR6	21	1,740	16	8,836	11	17,941	17
PR7	5	6349	7	11320	9	22209	16
PR8	17	26,234	10	153,995	16	241,745	5
Seg Summary	1321778	808	804049	2,941	420324	6,270	244823
	42.4%		25.8%		13.5%		7.8%

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Segment	Total AMV	% of total pop
71	5,637	0.852%
72	10,499	8.313%
73	14,953	7.123%
74	31,923	10.915%
75	37,211	0.487%
76	138312	0.000%
BP	0	0.000%
C1	11,406	0.002%
C2	1,088	0.000%
C3	1,858	0.001%
C4	35,556	0.361%
C5	79,500	0.580%
C6	177,182	0.086%
C7	288129	0.016%
Color CF	50648	0.018%
Color WF	4,931	0.334%
CP1	1,861	0.764%
CP2	3,819	3.672%
CP3	5,900	3.650%
CP4	12,199	1.955%
CP5	13,261	0.035%
CP6	26,555	0.003%
CP7	90834	0.002%
CP8	450579	0.002%
D1	2,129	0.368%
D2	6,751	5.211%
D3	11,636	5.230%
D4	24,792	9.677%
D5	53,737	1.915%
D6	147,578	0.765%
D7	283,631	0.138%
D8	780,556	0.010%
PR1	3,568	0.935%
PR2	4,335	2.670%
PR3	8,005	12.527%
PR4	22,194	21.294%
PR5	15,863	0.076%
PR6	106,436	0.005%
PR7	150257	0.003%
PR8	583,571	0.003%
Seg Summary	26201	

This shows the percent of population by Nexera Segment and overall AMV

Note the A3 PR3 and PR4 segments are the highest percentage
Followed by A4 segment D4, and 74 (business color)

Production AMV's are surprisingly low, these would be
Segments C6, C7, D6, D7, D8, PR6, PR7, PR8, CP6, CP7, CP8

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Why is this a problem?

This is a single model D4:

Range ▼	BEI Model	Savings	Service Population	Billing Population	Total Population	Cpc	Nat Cpc	Vol Nat Cpc	P
0--2,156	BIZHUB458E	$2,817.31	157	140	297	0.01844	0.00504	0.03242	
2,157--4,954	BIZHUB458E	$1,045.98	81	125	206	0.00753	0.00504	0.00790	
4,955--8,458	BIZHUB458E	$1,266.16	88	79	167	0.00551	0.00504	0.00656	
8,459--12,628	BIZHUB458E	$1,529.52	66	29	95	0.00552	0.00504	0.00481	
12,629--17,736	BIZHUB458E	$562.92	39	9	48	0.00441	0.00504	0.00402	
17,737--24,248	BIZHUB458E	$205.08	38	3	41	0.00344	0.00504	0.00366	
24,249--32,883	BIZHUB458E	$15.16	18	1	19	0.00303	0.00504	0.00316	
32,884--45,450	BIZHUB458E	$0.00	5	1	6	0.00134	0.00504	0.00250	
45,451--66,293	BIZHUB458E	$0.00	2	0	2	0.00150	0.00504	0.00193	

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Why is this a problem?

A4 total population eclipsed A3 in our database 3 years ago and continues to increase
AMV for A4 is only 1158 pages per month while A3 is 13186 on average

Noting slide 3, 53% of A4's are in the first volume tier, and 26% are in the second
AMV for the 1st tier is 286, 2nd tier is 1059

Noting slide 3, 30% of A3's are in the first volume tier, and 25% are in the second
AMV for the 1st tier is 1556, 2nd tier is 5358

Range ▼	BEI Model	Savings	Service Population	Billing Population	Total Population	Cpc	Nat Cpc	Vol Nat Cpc	
0--1,106	HPLJME52645DN	$9,099.62	783	187	970	0.01769	0.00711	0.02053	
1,107--2,834	HPLJME52645DN	$5,907.43	737	160	897	0.00630	0.00711	0.00736	
2,835--5,470	HPLJME52645DN	$1,575.04	132	36	168	0.00346	0.00711	0.00439	
5,471--9,317	HPLJME52645DN	$182.12	17	8	25	0.00277	0.00711	0.00304	
9,318--14,884	HPLJME52645DN	$149.42	13	1	14	0.00150	0.00711	0.00154	
14,885--23,334	HPLJME52645DN	$0.00	2	1	3	0.00032	0.00711	0.00188	

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So, what's the discipline?

As clearly pointed out in these slides, we could make significantly more profit if we sold the machines best suited to the volume and needs of the customer.

The vast majority of placements are producing page volumes that without minimums would struggle to produce our expected profit margins.

So, pricing should be based on page volume performance of the device not just an average.

Most of not all the machines in Tier one volumes would be good candidates for a Device as a service pricing model.

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So, what's the discipline?

First call effectiveness is STILL a problem.

Current range is 76% , to a low of 7%
If we can't manage our core busines with discipline,
how do you expect to manage the other areas?

Some of the causes:
Simply too many models that techs are expected to be proficient at servicing
Models placed in volumes or environments that impact performance
No coaching or technician communication tools to development their skill set
Lack of good territory management
Lack of inventory management skills to ensure proper levels
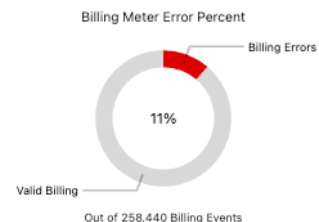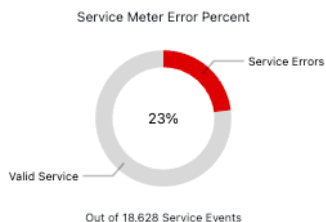No reward for the proper behaviors

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Meters are a problem

Feb 2022 Meter Performance

Total Meter Errors Out of a total 277,068 service and billing events	33,298
Total Meter Error Differential Total inaccuracies of service and billing meter errors, in pages.	6,389,505,752
Service Meter Errors Out of a total 18,628 service events	4,293
Service Meter Error Differential Total inaccuracies of service meter errors, in pages.	967,007,503
Billing Meter Errors Out of a total 258,440 billing events	29,005
Billing Meter Error Differential Total inaccuracies of billing meter errors, in pages.	5,422,498,249

Service Meter Error Percent — Service Errors — 23% — Valid Service — Out of 18,628 Service Events

Billing Meter Error Percent — Billing Errors — 11% — Valid Billing — Out of 258,440 Billing Events

Select any error type to filter the table below.

Service Events		Billing Events		Total	
No Progress	0	No Progress	0	No Progress	0
Zero Meter	3,759	Zero Meter	1	Zero Meter	3,760
Less Than Prev	202	Less Than Prev	26,496	Less Than Prev	26,698
Unreal High	329	Unreal High	2,383	Unreal High	2,712
Total Errors	**4,293**	**Total Errors**	**29,005**	**Total Errors**	**33,298**

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How does your company compare?

Do you want to know how your company compares in service cost management as well other aspects of your operation?

➡ NEXERA Performance Evaluation
- Device Performance Analysis
- Technician Performance Analysis
- Territory Efficiency Analysis
- Inventory Stock and Cost Analysis
- Financial Model comparisons
- Meter Collection Error Analysis
- E Automate forensic audits and evaluations
- And more……

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