



The future is **Imaging Device as a Service**

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## Acknowledge the change

- Page volumes are declining
- If pages volume declines, revenues will follow

Product Class	2014	2015	2016	2017	2018	2019
Black Printer	-6.1%	-7.6%	-8.9%	-10.9%	-11.2%	-7.6%
Business Color	-6.6%	-1.5%	-20.7%	-4.4%	-9.9%	-3.0%
Color Printer	-3.5%	-3.3%	-6.6%	-8.5%	-7.5%	-6.0%
Digital BW	-1.4%	0.2%	1.0%	-0.6%	-4.9%	-1.9%
Production Color	6.9%	-7.4%	-4.4%	16.1%	-17.5%	4.5%
Production Print	-7.8%	1.5%	1.3%	1.6%	-5.1%	1.9%



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	1	2	3	4
Segment	Pop	AMV	Pop	AMV
C1	6294	402	7235	1,095
C2	57993	603	55092	1,555
C3	58517	761	49426	2,185
C4	95934	1,974	82693	5,349
C5	11547	4,429	8847	13,014
C6	178	12,619	197	43,263
C7	24	40548	24	132984
CP1	13280	73	7870	275
CP2	49891	219	28928	696
CP3	46330	290	38148	845
CP4	19175	573	11297	1,876
CP5	62	95	76	428
CP6	10	4,776	13	15,969
D1	6714	237	4649	699
D2	43932	433	44120	1,220
D3	76133	773	50650	2,163
D4	125307	1,532	75730	4,622
D5	16428	4,201	13883	12,354
D6	9930	11,703	7889	38,091
D7	944	20,773	958	65,730
D8	3	5,588	11	141,650
PR1	39383	177	11821	755
PR2	90517	233	32193	773
PR3	213057	348	81451	1,090
PR4	298805	750	136347	2,457
PR5	321	1,263	247	4,144
PR6	53	3,980	11	9,202
PR7				
PR8	15	40,729	8	155,721
WF	191	231	4	1,225
Seg Summary	1280968	1,259	749818	4,382
	42%		24%	14%
				8%



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# Meters are a problem

## Sep 2019 Meter Performance

<b>Total Meter Errors</b>	4,247
Out of a total 31,354 service and billing events	
<b>Total Meter Error Differential</b>	782,757,542
Total inaccuracies of service and billing meter errors, in pages.	
<b>Service Meter Errors</b>	1,310
Out of a total 7,584 service events	
<b>Service Meter Error Differential</b>	708,278,328
Total inaccuracies of service meter errors, in pages.	
<b>Billing Meter Errors</b>	2,937
Out of a total 23,770 billing events	
<b>Billing Meter Error Differential</b>	74,479,214
Total inaccuracies of billing meter errors, in pages.	

Service Meter Error Percent

Service Errors

17%

Valid Service

Out of 7,584 Service Events

Billing Meter Error Percent

Billing Errors

12%

Valid Billing

Out of 23,770 Billing Events

## Meter Errors By Type

Select any error type to filter the table below.

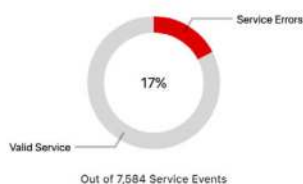
Service Events		Billing Events		Total	
No Progress	558	No Progress	1,786	No Progress	2,344
Zero Meter	403	Zero Meter	0	Zero Meter	403
Less Than Prev	126	Less Than Prev	921	Less Than Prev	1,047
Unreal High	220	Unreal High	214	Unreal High	434
<b>Total Errors</b>	<b>1,307</b>	<b>Total Errors</b>	<b>2,926</b>	<b>Total Errors</b>	<b>4,233</b>

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Service Meter Error Percent



Billing Meter Error Percent



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## Why page volume is important

This is a single model D4:

Range	Service Population	Cpc
0-4,282	1,109	0.01515
4,283-9,112	2,425	0.00692
9,113-14,726	2,573	0.00491
14,727-21,596	2,178	0.00388
21,597-30,367	1,719	0.00329
30,368-41,876	1,253	0.00268
41,877-57,230	873	0.00222
57,231-79,342	427	0.00193
79,343-113,666	116	0.00176



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## Why Comparison is important

This compares 18 dealers servicing the same model referenced in the prior slide

Cpc		Cpc Cont
0.00236		0.00441
0.00307		0.00474
0.00325		0.00499
0.00333		0.00505
0.00338		0.00588
0.00339		0.00642
0.00373		0.0066
0.00385		0.00862
0.00433		0.00906



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## Can iDaaS be done?

Customers in general hate meter billing.

**Meter billing incurs cost:**

- Admin Personnel

- Meter acquisition

- Billing errors

iDaaS gives the customer a single cost that can easily be budgeted for.

This can be bundled into other user based products, IT, water, etc.

Audits can be done to ensure toner usage or volumes do not increase

Early adopters will see a better bottom line with iDaaS as page volume continues to decline

NEXERA has the best data to calculate not only your cost but confirm that cost with Worldstats.

NEXERA has the only volume specific methodology to calculate a flat monthly cost that includes margin, parts, labor and supplies.



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## Can iDaaS be done?

**Common Concerns and questions!**

Customer will print or copy more because they are not paying per page

Color usage will increase

What about escalations?

What do you do with existing customers?

How does document management play into this strategy?



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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
- Supply Shipment Analysis
- Meter Collection Error Analysis
- Sales Opportunity
- And more.....

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## Contact Us

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