

Government and Corporate

Controlling office, document and internet costs

Transaction management for budgeting and internal charging

Automated cost recovery makes an enterprise lean, smart and more sustainable



Government and Corporate Offices

Public and corporate enterprises automate efficiencies with one solution

Cost recovery technology identifies savings

Tracking business costs is the only way to reduce them. A transaction management system is the key to gaining insight into operating overheads and resource use for any organisation.

Sizable government deficits and tight business margins keep pressure on administration costs. Most enterprises can save considerable money by cutting waste and increasing efficiency. Managing document output is a small investment that rewards with sizable gains, often paying for itself within months.

Monitor's transaction management system **enforces** print policies to reduce unnecessary copies. Cutting the page count is one of the easiest and most effective environmental practices. And it saves money.

Automated cost recovery technology offers savings beyond document activity. It can control spend on internet and calls. With easy on-charging of services to the public, staff, other departments or clients, all billable expenses can be recouped as revenue.

Small scale or comprehensive - you choose

Monitor's government and corporate solutions track and allocate document, phone and courier activity effortlessly, with prompts on the desktop, or at the multi function printer.

At the centre is the sophisticated Supervisor Net software, which manages all the new cost drivers – printing from the internet, scanning and emailing as well as copying, calls and faxes.

Monitor offers a comprehensive, yet inexpensive cost recovery system that answers a major cost problem, without adding a new one. The modular approach means that government departments or businesses can buy the functions they need – print, copy and scan, then add others later, such as building access and parking.

Monitor's software, terminals and card readers work with the standard (and some non-standard) print and telecommunication hardware, so offices can continue to use existing equipment and cards - proximity, magnetic stripe or barcode.

Keeping tabs on digital information (and staff)

The rapid rise of digital information, as an email or downloaded from the internet, constitutes a whole range of document costs not accounted for.

While most offices count photocopies, staff members are now more likely to print multiple sets of documents from a PC or scan material. Now everyone prints in colour, not just the marketing department.

There's also the cost of staff time spent on the internet.

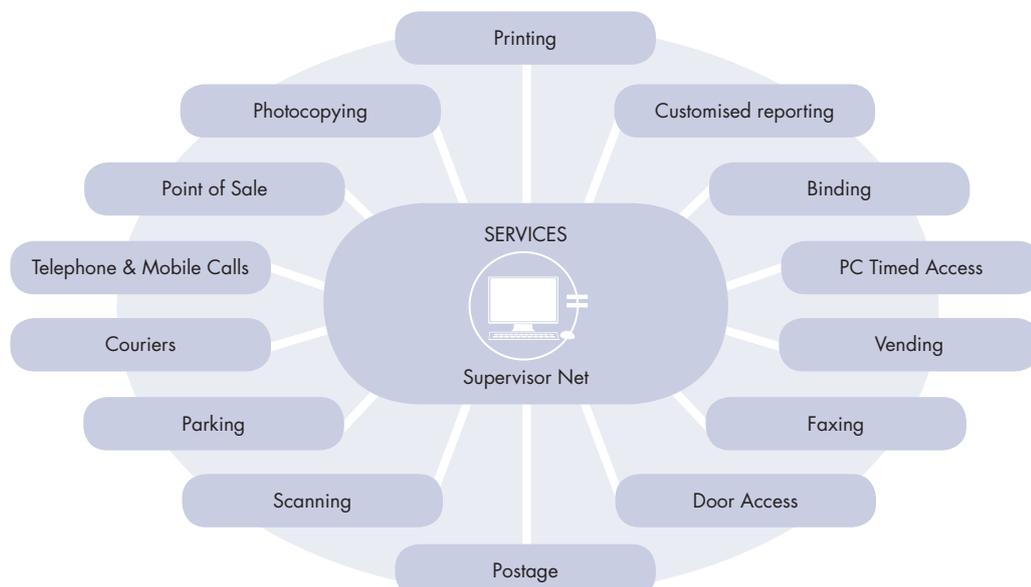
The web is employees' number one time-waster. US research points to employees spending on average two hours in every eight hour day doing personal business on the web, with similar figures from Britain.

An expense management system in any workplace now has to tackle the biggest inefficiency – inappropriate internet usage.

Managing staff's use of resources

Monitor's comprehensive Supervisor Net software offers -

- Full on-line reporting for all transactions according to user, device or cost centre
- Tracking the full range of office costs – scan, print, fax, copy, couriers, calls, internet
- Dramatic cost savings through the elimination of waste and misuse
- ID or access card or employee number can be used to authenticate users and prompt charge codes
- Centralised site control and management of department / user codes
- User friendly technology, using remote diagnostics
- Full financial management system integration for seamless transfer of client details
- Secure print release using staff card for confidentiality and reduced print duplication
- Manages staff accounts for door access
- Staff can load personal card accounts to pay for vending, meals or parking
- Increased revenue through accurate on-charging





The automation makes the system VERY easy to use and, the overall system is easy to manage. Alan Stevenson, Network Manager, Atanaskovich Hartnell, Australia, 2009)



Reduces administration costs

Supervisor Net cleverly connects to existing financial management systems to import, export and update staff and budget details without any further effort or cost to the organisation. It integrates seamlessly with many corporate accounting packages. Supervisor Net can track and charge as many functions as is required, including door access and security, parking and catering.

Reducing output saves materials and energy

Most office copying and printing is unnecessary and a waste of energy and resources. By knowing what's being printed and where, a company can implement a print policy based on sensible restrictions.

Monitor can reduce print volumes by redirecting print output to appropriate high volume devices. It can also force users to confirm that what they request is really what they want by displaying a prompt with the page count and cost before a job is printed.

Monitor integrates sustainable strategies into the heart of an enterprise, by changing behaviour and practice. Reducing page count and maximising the use of devices means more value from lower inputs of material and energy.

Using less paper reduces the energy spent harvesting, shipping and processing trees into stationery. Fewer recycling and rubbish bins are transported.

Technologies that reduce an enterprise's carbon footprint also result in significant gains in efficiency. With Monitor solutions, organisations can consolidate desktops, copiers, printers, scanners and facsimile machines.

Photocopy and multi function printer control

Monitor solutions can utilise all existing photocopiers, attached to standard or alpha numeric terminals. Supervisor Net can also connect with a number of embedded MFPs (multi function printers).

Employees can key in a user code to validate themselves at the copier terminal or MFP, linking to Supervisor Net. Many sites use their existing staff or ID cards at our best of breed card readers and terminals.

Once authenticated, the user allocates the job to a department or job code, before copying. This can be charged at varying rates for volume, colour, duplex and large format. Supervisor Net can also enforce copy policies, restricting the use of colour, for instance.

With customisable reports on what is being copied, where and by whom, managers can make fully informed decisions on copier deployment.



Tracking printing from PC

Many companies are not accounting for the significant shift in costs from copying to printing.

Staff now print multiple copies of a document from a PC, rather than print one and make copies. More expensive colour output has risen dramatically.

With a Monitor solution, employees assign a departmental or job code on a PC pop-up before any printing, so all these costs can be recovered, either from internal budgets or clients. Supervisor Net also reports which users or printers are printing most, to establish rules and policies. By giving the bigger picture of document printing, managers can spot trends in usage and deployment.

Supervisor Net reports an audit trail of all print activity by -

- User name
- Originating workstation
- Cost
- Features such as colour and paper size
- Document name
- MFP
- Page count
- Department code

Secure Print for queue free release at any site

Organisations may gain great efficiencies from networked printers but lose out when staff members queue or wait for documents.

With Monitor's Secure Print release, staff can choose when and where they print at the swipe of a card, bypassing printers out of action. Releasing the job only into the hands of the user prevents documents lying around a printer, for added security. Employees can also cancel jobs on the MFP or control terminal, when they realise they don't need what they have just sent to the printer.

Secure print release also overcomes common arguments that staff members need their own printer for confidentiality. Staff can print at other sites, and organisations can see exactly which user has printed a document, when and where.

Keeping tabs on facsimile

While fax machines are gradually superseded by MFP devices, existing machines can be linked to Supervisor Net to manage all faxed transactions. Offices can account for differential rates, according to page numbers, destination and peak or off peak. Faxes can only be sent when there is a validated departmental or job code entered.

Automating scan for less paper, greater control

Scanning makes fax machines redundant as documents can be sent quickly and conveniently and an electronic record kept. Scan control and charging can be added at any time without losing any initial investment and it complements copy and print control applications.

The Monitor scan release software on staff PCs captures all scan activity, by requiring it be charged to a department code, prompted by a pop-up.

The software can read documents in a range of formats, such as jpeg, tif and pdf, depending on the MFP capabilities and allows them to be previewed before release.

The user can save the scan to email (using 'last used' address), USB drive or to a network folder. Supervisor Net communicates online with all scanners and release stations, allowing for reporting on all activity.

Keeping an eye on staff internet usage

Browsing the internet is by far the greatest time-waster by employees, with more than half of non-productive time spent on the net (estimated at 52%), compared with chatting to work mates (25%). Personal internet surfing is widespread, especially on social networking sites, as it is so easy to disguise at the desk, by flicking from web pages. It is also hard to track, with the use of anonymous proxy websites to evade blacklisted URL addresses. There's the direct cost of wage losses from non-productive time and the indirect burden on overhead costs.

Protecting network integrity from internet abuse

Internet abuse also reduces network productivity and performance, with one UK study estimating that staff visits to social networking sites can take up 20 percent of company bandwidth. Many websites, even social networking sites, are the source of malware and viruses which can infect staff PCs and the network.

Monitor offers an internet management module as part of its government and corporate solution. The software emails reports on how much time is spent on the web, who the top users are and the most popular websites. It reports on how the web is being utilised as a business resource and or for personal use in work hours.

Courier, postage and sundry expense tracking

Organisations can track courier and postage activity using Supervisor Net. The dispatcher keys the department or job code into a Monitor standard or alpha numeric terminal.

Monitoring telecommunication costs

Telecommunications is a major contributor to overheads in an enterprise, accounting for a third of office costs after salaries and rent. Monitor's solution offers a powerful telephone accounting system that works seamlessly behind PABX and VoIP telephone networks.

Staff can make decisions on calls based on real costs, opting for landline or internet calling, rather than cellphone. Managers have the information on usage and cost for budgeting and provider contracts. With the reduction in call costs, firms recoup the investment in the telephone calling module within months.

The system can suggest job or departmental charge numbers for recognised phone numbers, and call costs are directly disbursed to these. Courier and postage charges can be entered as well via a pop-up.

The pop-up prompts on each PC allow staff to take notes from the conversation and also search for a client name, number or conversation date



Monitor offers comprehensive, highly scalable solutions for single offices through to large multi-site government departments and corporates. Our locally based resellers have a detailed understanding of cost recovery for enterprise and are able to advise what is cost effective for your organisation. Please contact us below.
