



ADVANTAGE TRUST  
HEALTHTRUST PURCHASING GROUP

Purchase Agreement #2908 Amendment

## Guy Brown Adds Managed Print Services To Its AdvantageTrust Contract

Guy Brown has added Managed Print Services to its offering for AdvantageTrust members under **Amendment #2908**.

### What is Managed Print Services?

Managed Print Services is an all-in-one agreement designed to bring toner, printer maintenance, tech support and other necessary supplies under a single umbrella – at a defined cost-per-page.

**Our program is designed specifically to manage your existing owned and networked printers.**

Consulting services are also included to ensure the AdvantageTrust member is maximizing the use of their leased copiers and owned printer assets. The net effect of our Managed Print program is a less costly print output billed in arrears, thus increasing cash flow.

### Why utilize Guy Brown for Managed Print Services?

Guy Brown is **already a trusted, expert vendor for AdvantageTrust members** providing reengineered printer supplies and promotional products. Managed Print Services is a valuable contract addendum designed to save your facility money and simplify the management of the printer fleet across the entire facility.

Guy Brown will work closely with your copier/MFP vendor to optimize all of your output print devices and provide documented savings!

### Under a Managed Print Services agreement, Guy Brown will provide:

- All print supplies – includes toner; excludes paper, staples, and other consumables as defined by OEM
- All service, maintenance – includes parts and labor
- Consulting services to optimize fleet
- HIPAA-compliant software (HP WebJet Admin) monitoring of all networked devices
- Guy Brown reengineered cartridges included where available



\* Images displayed are for reference use only.

#### Price Per Page

**Black & White  
Printers or MFD**

**Color  
Printers or MFD**

**\$0.0094**

**\$0.1050**

\* Program does not cover non-networked or inkjet devices.

# Utilize Guy Brown Managed Print Services & Reduce Costs without Compromising Service or Quality!

**Guy Brown offers customized programs nationwide with dynamic equipment configuration to meet your changing needs.**

## Features & Benefits of Managed Print Services:

- One point of contact for service, supplies and equipment
- Increased productivity for IT, Accounting and Purchasing by working with a single vendor
- Cost-per-page expense invoices formatted by department
- Data reports for billing, cost and usage trend analysis
- All networked printers, not under lease with another vendor, are supported
- Spare printers provided for critical devices at no extra charge
- Complements other service contracts – Guy Brown will work with your IT department AND your copier vendor to help route your output print to the most cost-effective device
- New HP devices available as Price-Per-Page rentals with no capital outlay  
\*different Price-Per-Page than stated above



### SUPPORT COSTS

How often are your printers serviced or repaired?  
Did you know about 30% of IT Help Desk time is spent on printers?

### CONSUMABLE COSTS

How often do you buy toner or replacement parts? What is your obsolete toner inventory cost?

### HARDWARE COSTS

How many output devices do you have?  
Lease vs. owned?  
Is your fleet optimized?

**For more info, please contact us at: 877-521-0300  
or email: [rob.beckley@guybrown.com](mailto:rob.beckley@guybrown.com)**

# SERVICE LEVEL PARAMETERS

Guy Brown will provide a 2 hour phone response on all service tickets and, with the exception of a few remote U.S. locations, a 4 hour on-site response. Depending on the number of devices in a campus area, a dedicated on-site technician may be provided. A variety of management reports are available to track usage and service response.

Response time will be measured as the number of working hours after the time when Vendor is initially contacted for a service request. Technicians will be available during normal business hours (weekdays, 8AM-5PM) local time. Remote support, including customer service and technical support, will be available 8AM-5PM central time. Additional service hours can be provided and cost to be negotiated with customer. Services include all preventative and corrective maintenance necessary to keep in-scope print devices in good working order. Remote assistance will be provided to aid in common problems such as paper jams. Installation of supplies (e.g. toner, drums, etc.) is not included.

**UNSERVICEABLE EQUIPMENT:** During the course of this Agreement if it is determined by Guy Brown that any of the Equipment maintained under the scope of this Agreement needs to be replaced or reconditioned due to age, end of useful life, abuse or other damage to the Equipment, then Guy Brown will notify Customer of such information in writing. Customer may elect to either (i) have the Equipment reconditioned at Customer's expense or (ii) remove this piece of Equipment from the scope of the Agreement.

**SERVICE LIMITATIONS:** Customer agrees Guy Brown shall not be responsible for Equipment adjustments, repairs or replacements resulting from:

- (i) Unauthorized third parties performing any Equipment maintenance, repair or replacement;
- (ii) Customer modifying, damaging (including without limitation, unavoidable accidents and damage as a result of Customer relocating Equipment), abusing or misusing the Equipment;
- (iii) Unauthorized Equipment alteration, tampering or connection with non-compatible equipment;
- (iv) Placing the Equipment in an area that does not conform to space, electrical and environmental requirements;
- (v) Failure of or improper electrical power;
- (vi) acts of God, including, but not limited to, lightning or other incidents of excess voltage or power surges;
- (vii) Customer using toner or printer parts from any source other than Guy Brown; or
- (viii) Improper conditions of the environment such as excessive dust, chemical residues, humidity or extreme temperatures.