

The Utility Company® Announces Release of Remote Printer Support Service

Combines Remote Printer Monitoring with 1-866-My-Utility Per Minute to Quickly Triage “I Can’t Print” Problems

March 18, 2009 at ITEX '09 in Las Vegas – The Utility Company®, a pioneer in remote managed IT services and utility computing for small and medium-sized businesses (SMB), today announced the release of its latest remote technology service bundle – **Remote Printer Support (RPS)**. Combining the power of its MSPAlliance™ Accredited Network Operations Center, RPS includes remote printer monitoring and 1-866-My-Utility Per Minute Live Helpdesk. The result – over 95% of “I can’t print” issues resolved remotely with no onsite service technician requirements.

“Remote Printer Support addresses the large chasm that exists between reactive, onsite printer support and the complexity of print fleet management. RPS is all about service automation,” stated Mark Scott, president and founder of The Utility Company. “This is a turn-key service for office equipment dealers to roll-out, that will instantly add more profit to existing service contracts, by remotely triaging the majority of printer issues which are network-related.”

“We see remote printer support as the pre-cursor for any office equipment dealer setting up a managed print program. It is very complementary to print fleet management solutions, such as our FleetView program,” stated David Pohlman, Executive Vice President and Chief Operating Officer, Great America Leasing Corporation.

Remote Printer Support Program Overview

Remote Printer Support combines the power of remote monitoring and management with the 1-866-My-Utility Per Minute Live Helpdesk providing one number to call for:

- **95% of issues resolved remotely** - premier service delivered by certified technicians only.
- **Remote control of your system** - our technicians see what you are working on and show (teach) you what they are doing in real-time.
- **Troubleshooting** – is it a network issue or the printer itself? We will tell you where (or with whom) the problem lies & then triage.
- **Connection issues** – identify why you can’t connect to your devices, help you map to a printer or install it.
- **On demand training** – ‘how-to’ help for all your technology (i.e. walk you through scanning a document with your imaging technology).

Today, Multi-function printers (MFP) that are connected to the network can operate in a low maintenance fashion by being remotely managed. Our MFP Monitoring service provides 24x7 monitoring of the device. It continually collects data on the device so that when there is a problem (whether it be in printing, scanning, or emailing documents) it can be solved quicker, or better yet, prevented in the first place. Specifically, RPS monitors two types of devices:

- **Print server** for availability, print spooler, queue size and disk space.
- **Printer** for availability, communication ports, web interface, toner and maintenance kits (where available).



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The Green IT logo represents our commitment to reducing the environmental impact of information technology in the business world. The Utility Company, along with our Utility Service Providers, partners and suppliers all share a common goal of reducing energy consumption, reducing pollution, recycling and eliminating waste. *Because your carbon footprint matters.*

www.theutilitycompany.com

One Hines Road | Suite 101

Ottawa, Ontario | K2K 3C7

Tel: 1-866-My-Utility (698-8454)

"With Remote Printer Support we can really do a lot more for the client than ever before by bringing service delivery out of the 1970's business model. Together with The Utility Company, we can be proactive and even remotely fix issues before they happen," stated Jim Davenport - GM, Anders Business Solutions & Utility Service Provider of Missoula, Montana. "In fact, with the first RPS that we ever deployed, The Utility Company detected a server down on the just the third day it was running. We called the customer to inform them and they were extremely impressed. RPS is the 'baby-step' to managed print and then ultimately to fully managed IT services."

"A dealer with 3000 MFPs will have about 4-5 'cannot print calls' a day. Most of the time, the network is the problem. The challenge for the copier dealer is that they are only responsible if the signal is at the connection to the print controller located at the back of the MFP, but they can only determine that by going onsite to check the printer. When they find it is not a printer problem they instruct the customer to contact their IT provider," stated Leonard Lutes - Former GreatAmerica Dealer Council & Sharp Independent Dealer Council member and owner of The Utility Company of Puget Sound, Washington. "Of the 4-5 calls a day, 3 will be related to the network. RPS stops that unnecessary truck roll 60% of the time, resulting in a \$75,000 annual cost savings!"

To learn more about the Remote Printer Support Program please visit www.theutilitycompany.com/RPS or visit us in Booth #102 at ITEX 2009 - from March 18-19th at the Las Vegas Convention Center in Las Vegas, NV. We will also be speaking in the session "Software-as-a-Service" on Wednesday, March 18, 2009 from 11:00 AM - 12:15 PM.

About The Utility Company

The Utility Company is a single-source provider of technology, communications and business management solutions for small and medium-sized businesses across North America. Our Connected Office Technology-as-a-Service program provides a single point of contact for ALL things technology delivering the required hardware, software and service for a monthly fixed fee per user. Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to reduce spending and increase utilization – our Beyond Managed Services franchise opportunity is available by prospectus only. Learn how to make technology work for your business today at www.theutilitycompany.com.

For more information contact:

Aaron Bradley
Director of Marketing
1-866-My-Utility ext.7675
abradley@theutilitycompany.com



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