

## EXHIBIT 5A – MANAGED PRINT SERVICES CAPABILITIES

### PROGRAMS

Our approach remains focused on desired outcomes rather than adherence to long established practices that have been outmoded by modern business needs. Our private ownership and vendor agnostic business model allows us to accomplish this analysis without bias associated with a manufacturing agenda. This gives us various opportunities to eliminate unnecessary expenses while tailoring the solution to your unique culture.

Clients have multiple programs and options to select from; we offer traditional purchasing, leasing, and equipment rentals. Each of our programs *are comprehensive managed print solutions* that allows our partners to focus on core competencies while we handle their print infrastructure. The result is an imaging system that provides Management, IT, and End Users with the highest level of quality and satisfaction. Each program also includes supplies, service/maintenance, parts, automatic toner replenishment, and automated meter collection.

Our device acquisition strategies are best defined by our MPS programs outlined below:

#### *WALK IN TAKE OVER PROGRAM (WITO)*

The Walk in Take Over Program is our client owned environment. In this program, the client retains ownership of their print infrastructure. The customer can acquire equipment through a traditional purchase or lease in this MPS program.

- Break-Fix on all existing equipment
- Patrol appliance to capture meter data
- Simple cost per page model
- Effective supply and parts management
- Detailed billing by department (as needed)
- 4-hour response time
- Periodic executive reviews of all devices
- End of Life device replacements are the responsibilities of the client

#### *WALK IN TAKE OVER PROGRAM PLUS (WITO+)*

This Walk in Take Over Program is a blended solution of our clients existing environment with DEX Imaging being responsible for the print infrastructure. This program combines customer owned/acquired devices with machines provided by DEX as rentals. The WITO and WITO+ options are very similar except for these key differences that separate WITO+:

All benefits contained from the WITO program in addition to:

- Reduction/elimination of capital expenditure
- Service loaners/replacement units provided
- Analysis of devices vs end user activity
- End of Life devices replaced by DEX Imaging

#### *PLATINUM (+)*

In this program, we provide a strategic Take Over of our client's environment only utilizing assets that fit within the desired future state. Under this program, devices are only available as rentals. The program allows for a flexible and adjustable system that accommodates our client's needs at both contract inception and continuously throughout the life of the agreement. While like-for-like replacements can be included with no third-

party lease structure, allowing for devices to be modified as needed without the notification and/or approval of a third-party bank. Software requirements are approached similarly, offering an unparalleled level of flexibility.

The key benefits to this program are:

- Reduction/elimination of capital expenditure
- Service loaners/replacement units provided
- Includes brand new Printers
- Utilizes genuine supplies
- Replacement devices as needed rather than en masse
- One point-of-contact for service, supplies, and billing
- Intelligent supply management
- Elimination of expensive coterminous leases
- Superior utilization of assets resulting in a more effective printing infrastructure

### *DEXMPX*

This program provides the complete Take Over of our client's environment utilizing all client assets as well as all other appropriate financial vehicles to ensure that clients retain only the assets that fit within the desired future state.

## **PATROL**

Our Patrol box is a device hardware, firmware, and server application developed by DEX Imaging's internal R&D department. It uses the SNMP Protocol to collect information from networked print devices and communicates this information in an XML document to a secure server over the HTTP/S protocol. It is a completely self-contained, embedded appliance designed to monitor networked printers and copiers. Patrol Wi-Fi securely collects and communicates SNMP protocol data from non-networked devices, without exposing the print device to the network. This eliminates the need for manual meter readings and allows for supply ordering on all network capable office imaging equipment.

## **SERVICE**

- DEX Imaging employs the industry's strongest guarantee to uphold our solutions and our commitments. We have designed a System of Service as a means for delivering a continuous outcome of excellent performance.
- DEX is primarily committed to creating the finest nationwide service organization. With a guaranteed four hour or less response time as our standard SLA. DEX has exceeded that across all markets operating at a 2.8-hour average response time. DEX is actively expanding our national DEX badged service presence to ensure every client receives the highest level of service.
- DEX maintains regional warehouses of parts, and stock our technician's vehicles daily with an average of \$8,000 in parts. These parts are inventoried electronically throughout the day allowing our dispatch to properly assign technicians capable of repairing the device for which the call was placed. This completely minimizes any downtime and ensures our customers receive the highest quality customer service.
- DEX Imaging's service department has a 99.98% approval rating, due in large part to the exclusive customer care program we have implemented. All DEX technicians are manufacturer-trained and certified, not only on the specific makes and models that we sell, but also on product lines we do not sell allowing us to provide a complete service solution to clients who have existing equipment from previous vendors.

- Additional service solutions, such as providing hot swap machines or after hour service, can also be arranged. DEX Imaging will provide device replacements and hot swaps for mission critical areas that require the highest level of uptime. These devices will be replaced on the fly resulting in an overall uptime of 99.9%.
  - Devices preconfigured prior to deployment
  - Fleet Management tools utilized for large deployments
  - DEX National Service Team ensure standard SLA and experience
  - Includes on-site end user training for each facility and device

## **HELPDESK**

DEX offers First Level Triage for all units via the Help Desk to ensure quick fixes for all end user related issues to achieve maximum device uptime. Replicated environments in the Help Desk imitate the client environment to quickly and easily solve workflow issues. If our Service Engineers cannot solve the issue remotely, we will escalate it to a service technician and have someone dispatched immediately.

## **PERFORMANCE GUARANTEES**

Our Performance Guarantee provides exceptional service for the life of your device. If our engineers are unable to fix your service problem on the initial service call, our solution will exceed our competitor's options through our Loaner Protection Program. The Loaner Protection Program will provide our clients with loaner equipment that is of equal or greater value to the equipment already on contract; we will install this equipment at your facility completely free of charge until the original equipment is repaired. If a unit is not performing up to manufacturer specifications/expectations and we are unable to repair the unit, it will be replaced at no charge.

## **REPORTING**

E-info is a portal in e-automate for our clients. Using e-info gives customers the ability to manage devices online by ordering supplies, checking order statuses, initiating service requests, inputting meter reads, and generally reviewing all accounting facets.