

Optimize Your Business Processes with Toshiba
Professional Services



Professional Services to Improve Business Processes

TOSHIBA
Leading Innovation >>>

Innovative Solutions

for Real-World Business Challenges

The Toshiba Professional Services Group uncovers the true costs and inefficiencies of document creation, distribution, management, output, and storage in your company and then provides both immediate, short-term fixes and sustainable long-term improvement strategies.

We also provide consulting and services in the areas of cost containment, disaster recovery, and document retention policies and procedures.

And we deliver ongoing support and services with both remote and onsite capabilities.



From Strategy to Solution

We focus on helping our customers meet their business objectives:

- We provide assistance to ensure that you are in compliance with all applicable regulatory requirements.
- We provide strategies to support your environmental goals.
- We analyze your business processes around document lifecycles to identify your unique business challenges.
- We work with you to create and implement an optimized workflow solution by providing hardware, software, and services that enhance and improve your business processes.
- Results are immediately reflected in process optimization, improved productivity, and greater efficiency.

Lack of a strategy costs you.

Misfiled, misplaced, and lost documents claim up to 60% of office workers' time...and up to 45% of costs. 70% of "white collar" time is spent processing paper.



A Professional Team of **Experts**

will Improve your Document Workflow

When you work with the Toshiba Professional Services Group, you have access to an entire team of dedicated professionals, each an expert in their respective fields. Together, they will help you develop a complete document strategy to improve your processes, lower costs, and streamline workflow.

Solutions Architect

A Toshiba Solutions Architect will analyze your current document workflow to identify opportunities for document and process improvement, and make process and technology recommendations that will cut costs and streamline your workflow.

Systems Analyst

A Toshiba Systems Analyst will work with the Solutions Architect to determine the most effective ways to implement technology to achieve your goals, integrate new technologies into your existing workflow, and provide ongoing training and support services.

Project Manager

Throughout the entire process, a dedicated Project Manager will provide you with a single point of contact by overseeing the entire project, addressing your needs as they arise, and providing leadership to ensure that all of your objectives are met.

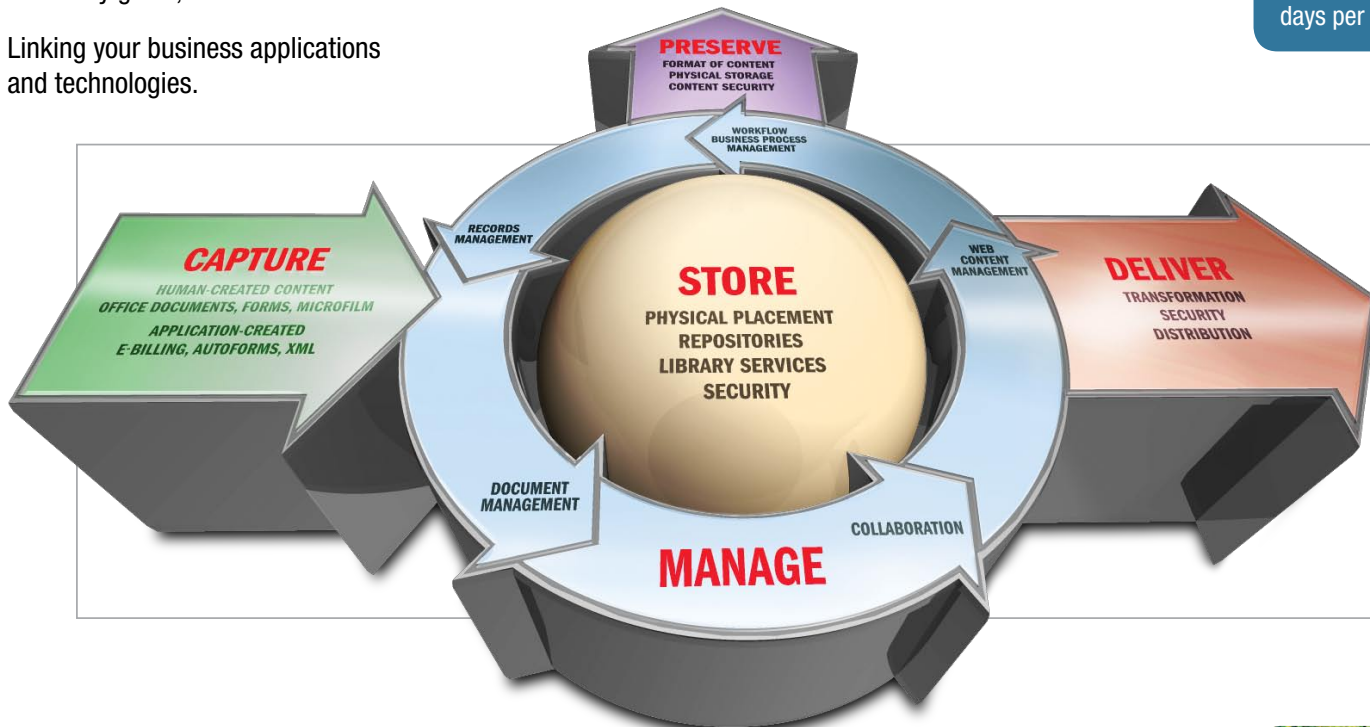
Consolidate, simplify, and optimize.

Our Six Sigma-based Encompass fleet optimization analysis can streamline your document imaging process, using device management strategies that can reduce total costs by as much as 40%.



The Toshiba Professional Services Group will assist you in developing a Strategy for Documents by:

- Performing discovery and uncovering pain points around document-centric business processes.
- Providing complete solutions around the lifecycle of a document.
- Focusing on process improvement, efficiency gains, and cost reduction.
- Linking your business applications and technologies.
- Streamlining and/or eliminating productivity bottlenecks.
- Enhancing your existing infrastructure with technology that takes full advantage of the advanced capabilities of your digital multifunction products.



Long-term strategies that provide immediate productivity gains

Office workers can waste up to four hours a day looking for misplaced paperwork. That's a total of 500 hours or over 62 days per year.

The Toshiba Professional Services Group Offers:

- **Managed Services**
We assess your document needs and look at costs, current processes, and future expectations to develop an outsourcing strategy that meets the needs of your company.
- **Document Assessments**
We conduct on-site assessments and provide technology recommendations to streamline your business processes.
- **Document Capture & Workflow Solutions**
We enable you to extend the capabilities of a digital copier or scanner to be a bridge between paper and digital workflows, seamlessly integrating with other critical business applications - you can integrate your paper documents into any existing workflow.
- **Server-Based Faxing Solutions**
Users can send and receive faxes at their desktops electronically, eliminating the need to print, and reducing paper and print costs. On average, a fax server can reduce outbound fax costs by 50% -75% off traditional faxing solutions.
- **Microsoft SharePoint & Exchange Integration**
- **Fleet Optimization**
Our award-winning, Six Sigma-based Encompass fleet optimization analysis gathers information about your production environment and identifies opportunities to lower costs.
- **Variable Data Printing Solutions**
We can take the output from legacy green bar paper mini- and mainframe computer systems and convert the data to reports and forms printable on the multifunction devices at a fraction of their original costs.
- **Document Management**
Retrieve any document required; including internally created documents from Word, Excel, Acrobat, e-mail, or any other application, reducing office rental expenses (filing cabinets) and improving workflow and personal productivity.
- **Document Security**
We offer a SecureMFP program that addresses today's security issues by complying with HIPAA, GLB, FERPA, SOX, CCEVS, and other federally-mandated requirements. Our proprietary e-BRIDGE technology controls access to both devices and data, provides tracking and accountability, and establishes and controls data integrity.



Get a greener office, and save money too.

In this information age, approximately 90% of documents handled daily in the workplace are still on paper. Moving to a digital workflow can both reduce waste and cut costs.

Innovative Leadership in Every Way

\$60 Billion Strong

FORTUNE's Global 500 consistently ranks Toshiba among the top 50 largest companies in the world.

ISO 9001 Certified

Our manufacturing facilities are ISO 9001 Certified. Toshiba will settle for nothing less than the highest level of certification.

Manufacturer of the Year

Toshiba has been named the most favored manufacturer in seven of the past eight years by the Business Technology Association (BTA), and named copier manufacturer of the year by Marketing Research Consultants, Inc.

Research & Development

Toshiba's annual R&D expenditures are in excess of \$3 billion dollars.

InTouch Technical Support

A nationwide network of factory-trained and certified, community-based personnel backs Toshiba products.

Award-Winning Products

Toshiba has received over 100 awards from Buyers Laboratory Inc., Office Products Analyst, and Better Buys For Business.

Six Sigma

Toshiba uses Six Sigma methodology to ensure the highest product quality, increased customer satisfaction, and faster reaction to changing markets.

CIO Bold 100

CIO Magazine recognizes the top 100 companies that show marked strides in business and IT. Toshiba is recognized for its ability to marry IT agility with enterprise agility in order to move quickly, adapt intelligently, and create advantage in a rapidly changing world.

CIO Enterprise Value Award

Since 1993, CIO Magazine has honored companies for exemplary uses of IT to add value to operations. The prestigious Enterprise Value Award celebrates the power of IT to fundamentally transform how business gets done.

Put our award-winning **Technology** to Work for Your Business Today



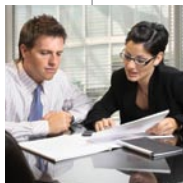
The Professional Services Group is committed to staying on the leading edge of document technology advances through our affiliations with the industry's most prominent organizations:



The Technology Professional Services Association empowers professional services organizations to better serve the needs of their individual customers, while providing improved efficiencies and operations.



PMI is the leading membership association for the project management profession. PMI is actively engaged in advocacy for the profession, setting professional standards, conducting research, and providing access to a wealth of information and resources. For almost 40 years, PMI has advanced the careers of practitioners who make project management indispensable for business results.



For over 60 years, AIIM has been the leading non-profit organization focused on helping users to understand the challenges associated with managing documents, content, records, and business processes.



As a Microsoft Certified Partner, Toshiba can help support your profitability goals by providing the tools and resources you need at every stage of your business cycle. Our partnership with Microsoft ensures that Toshiba devices, software, and solutions will integrate seamlessly and securely with your existing Microsoft systems and software, both now and in the future.

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