



**Key new features:**

- **Service Level Agreements**
- **Inventory Change Tracking**

# SiteAudit Managed Print Software

## Product Overview

- Track All Models & Types
- Local & Networked Printers
- Track User Printing
- Manage Printer Inventory
- Control Print Costs
- Better Service Performance

## Cost Management

- Total Print Costs
- Average Cost per Page
- User Print Counts
- Application Tracking
- Printer Utilization
- Consumables Tracking

## Help Desk

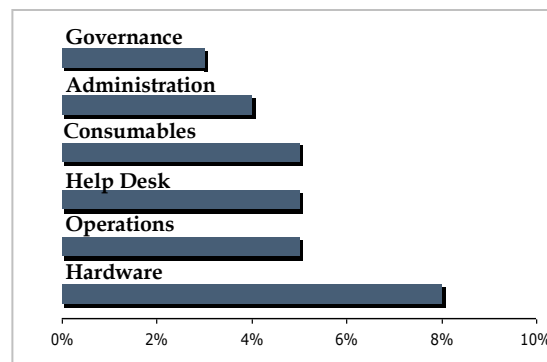
- Rules-based Notification
- Expedite Notifications
- Set Alert Thresholds
- Set Alert Intervals
- Set Alerts Delays
- BMC Remedy Integration

## Service Management

- Response Time Tracking
- Tracks Printer Downtime %
- Tracks Printer Uptime %
- Track Incident Thresholds
- Flag Top Problem Printers
- Flag Reoccurring Problems

**Netaphor SiteAudit™** is the leading managed print software for medium to enterprise organizations. [SiteAudit](#) version 3.0 introduces *Service Level Agreement (SLA)* creation and tracking. Administrators can create SLA calendars based on business days and hours, exclude holidays then assign the SLA to specific printers or groups of printers. SLAs are easily defined by incident severity levels and/or the incident training levels. For example 'Color LaserJet' agreement can be created based critical incidents and 'field' training level. It also incorporates service metrics like uptime % tracking and email notification.

**Managing Assets, Cost and Service** SiteAudit data and analytics help maximize printer utilization, control lease cost and avoid print penalties. It proactively notifies and manages supplies, diminishes help desk call volume and shortens resolution times among other capabilities.



SiteAudit case study reveals there are six areas of cost savings resulting in a potential cost reduction of 30 per cent.

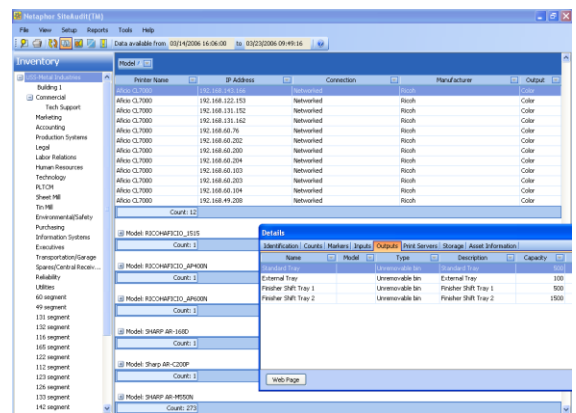


*SiteAudit v3.0 with Service Level Tracking*

To estimate your savings ask a Netaphor reseller for the SiteAudit ROI calculator, inquire at [sales@netaphor.com](mailto:sales@netaphor.com).

## Total Printer Management

SiteAudit is business process software enabling organizations to manage both user and printer activities. This provides a complete picture of costs and service.



*SiteAudit is a complete asset management tool providing printer analytics and reporting capability*

## Netaphor Software Inc.

Founded in 1997, Netaphor sells SiteAudit through authorized channel [partners](#) around the world.

# Product Features

## Specifications

### Installation:

- > Over 250 printers: Microsoft Windows 2003 Server or later and Microsoft SQL Server 2005 or 2008
- > Under 250 printers: Microsoft XP SP2 & Microsoft SQL Server Express 2005
- > Viewing: XP/Vista

### Deployment:

- > No client agent software required to collect data
- > Scales large enterprises over disparate office locations and networks
- > Low network traffic

### Microsoft Certified:

- > Certified for Windows server & client software

*"SiteAudit is helping us to streamline our printer fleet by eliminating costly printers and providing ongoing data on printer problems that need a quick resolution."*

- Karen Jones, Help Desk Manager, USS-POSCO

Contact a Netaphor reseller partner at: [sales@netaphor.com](mailto:sales@netaphor.com)

[netaphor.com/partners](http://netaphor.com/partners)

## Netaphor SiteAudit 3.0

*Managed Print Service (MPS) Software*

### • SiteAudit Applications

- Capacity Planning, Rationalizations
- Cost & Chargeback Management
- Service Level Creation and Tracking
- Help Desk Trouble Ticket Integration
- JIT Supplies Management
- Inventory & Logistics Management

### • Discovery & Data Collection

- Adaptive Fleet Technology manages data collection to fit all fleet sizes
- Discovers local & networked printers without client software agents
- Discovery allows exclusion capability
- Minimal network traffic levels
- Collects up to 500 data points/printer

### • User & Printer Tracking

- Tracks pages printed by user
- Tracks the applications used
- Track over 19 lifetime counters: color monochrome, scan, fax, copy, duplex
- Tracks consumable usage & coverage
- Incident severity tracking
- Incident resolution training level

### • Analysis & Analytics

- Over 50 service & cost analytics
- User & departmental cost
- Cost per page & by model
- Downtime % and Uptime %
- Printer Utilization %
- Critical incident frequency
- Business hour resolution tracking
- Toner Coverage % (HP/Lexmark)

### • View and Export Data

- View, report and manage from multiple locations or departments
- Group, sort, sum and average data
- Flexibility to organize printers by department, location & cost center
- Export data as xls, txt, pdf & html

### • Rules-based Notification

- Supports all makes and models
- Set print volume thresholds based on 19 unique counters e.g. scan
- Set consumable thresholds based on level, coverage, install date
- Expedite notification by time intervals until problem resolved
- Set delays to avoid alert overflow
- Customize email notification based on specific printer problems
- Set conditions e.g. location, alert description, severity, training level
- Setup notification for internal or external communications

### • Report & Scheduling

- Generate inventory, usage, problem & custom management reports
- Standard reports include inventory, low consumables by part number, usage & counts, problem analysis
- Schedule meter, consumables, cost & other reports. Generated in csv, xml formats to email destination

### • Download SiteAudit today

Click here: [15-day trial software](#)

