

TOSHIBA



PARTNER WITH THE LEADER in Managed Print and Content Solutions

- › Award-Winning Products
- › Encompass Managed Print Services
- › Professional Services & Software Solutions
- › Document & Device Security
- › Ellumina Digital Signage Services
- › Eco Innovation



Worldwide LEADERSHIP

In a world of corporate powerhouses, Toshiba stands as a technological global leader. We specialize in award-winning products, managed print and professional services and related technology solutions. Fortune Magazine has ranked Toshiba in the top 100 on its prestigious Global 500. Annual revenues exceed \$62 billion.

Toshiba's overriding goal is to provide unsurpassed document imaging, information workflow and business communications products and services that exceed your expectations. We understand customer needs and respond with a wide range of cost-saving solutions that make your business processes more efficient, secure and sustainable. Guided by the credo "Leading Innovation," Toshiba develops innovative products that consistently deliver productivity gains at all levels.

Commitment. Expertise. Leadership. Quality. These indispensable components have enabled Toshiba to create total document solutions tailored to meet the most stringent demands of businesses and consumers worldwide.

FORTUNE



Spirit of Leadership and **INNOVATION**

Success in this intensely competitive marketplace requires a product delivery and service infrastructure capable of reaching a broad customer base. In the U.S., Toshiba has decisively addressed this challenge by creating a nationwide network of direct and independent service providers. Bolstered by over 600 product service centers, 100 direct sales and service offices and over 2,500 dedicated employees, the network is an industry model for timely, focused national service and support.

Toshiba's U.S. operations are complemented by a growing network of corporate facilities in Mexico, Latin America and the Caribbean, as well as a global workforce in every major country and market. Such an extensive presence has greatly enhanced the company's ability to meet market demands on both a regional and global scale.

Toshiba's worldwide success consistently reflects a spirit of leadership and innovation. Its numerous award-winning products and programs have been recognized by leading independent companies such as J.D. Power, CIO, Fortune and many others.





Pushing the Limits of **INFORMATION MANAGEMENT**

Toshiba's wide range of imaging solutions is designed to satisfy the needs of all levels of business operations, providing exceptional image quality, network laser printing capabilities and custom finishing options including user-friendly customizable features that meet the needs of businesses across a wide range of industries.

Toshiba's comprehensive lineup of network-ready multifunction products (MFPs), printers, and integrated proprietary and third-party solutions delivers the features and functions businesses demand most. Toshiba has adopted a human-centric design, which places user considerations at the forefront of its development concept. With this principle in mind, we strive for user-friendly MFPs that are easy and convenient to operate and can be operated safely and securely.

The marketplace response to Toshiba's MFPs has been nothing short of impressive. The e-STUDIO line of color devices has received an unprecedented number of awards citing overall color superiority and superior color registration. Recent awards include: "Editor's Choice" and "Innovative Product of the Year" awards from Better Buys for Business; and "Pick of the Year" award from Buyer's Lab Inc. We are a 14-time winner of Business Technology Association's "Most Favored Manufacturer" and eight-time winner of Marketing Research Consultant's "First in Class" award.

Speed. **PERFORMANCE.**
Reliability. Versatility.
QUALITY. Security.



AWARD-WINNING PRODUCTS

Technically Advanced Products Match Versatility With Performance

Toshiba's extensive product lineup offers customers an unparalleled range of performance options. Voted by end users as easiest to use for features such as the tilting, color LCD displays and common user interfaces, which allow users to learn one, operate many, Toshiba has earned the prestigious Reader's Choice Platinum award for Ease of Use. Toshiba also designs products that achieve Section 508 compliance, providing greater accessibility and usability to meet ADA compliance.

Monochrome

For maximum versatility, our award-winning monochrome MFPs deliver print, copy, scan and fax functions in a single device, providing output speeds ranging from 20 to 120 pages per minute (PPM).

Color

Toshiba's award-winning color MFPs deliver superior image quality, rich color and crisp text, providing color print speeds of up to 75 PPM. They are ideal for businesses that demand high-quality color output at a competitive price.

Barcode Printers

Toshiba thermal barcode printers are the perfect solution for your business-critical labeling applications.

From receipts to tags, barcode shipping labels to specialized custom labels, our printers have become the leading choice across the world for professional, in-house labeling.



DIGITAL SIGNAGE SOLUTIONS

Toshiba's mission is to provide fully managed digital signage and content solutions that help you deliver the right message to the right audience at the right time. Our Ellumina Digital Signage Services experts are dedicated to providing an affordable and reliable solution that is customized to your needs ensuring audiences are engaged and business objectives are being met.



The Ellumina Digital Signage Services team understands that every customer is unique. Our value is content expertise, professional design, worry-free implementation and operation. Toshiba's industry-leading team of trained professionals will work with you from beginning to end providing a single point of accountability. We offer comprehensive services to provide everything your company needs to implement a successful digital signage solution.

Toshiba offers a wide variety of displays, from LED, LCD displays, video walls to touch screens and kiosks, meeting all customer needs and requirements without limitations.

Comprehensive Services

- > Assessment & Site Survey
- > Solution Design
- > Content Creation
- > Content Management
- > Project Management
- > Installation and Service
- > User Training
- > Financing & Leasing

WORKFLOW AND SECURITY

Leading-Edge MFPs Providing Information Management Solutions

Toshiba's integrated proprietary and third-party solutions transform e-STUDIO MFPs into full-featured information hubs, combining workflow integration, reporting, administration, document management, financials, human resources, delivery and security into a single device. Toshiba's document solutions enable organizations to more efficiently organize and distribute documents and manage devices to improve business processes including:

- > Document management
- > Document workflow
- > Document scanning and archiving
- > Transactional and promotional printing
- > Device management
- > Secure printing
- > Chargeback for printing and copying
- > Legacy and mainframe printing operations
- > Variable data printing
- > Web-to-print operations

By working with Toshiba, companies can streamline their document processes, making them more efficient, secure and sustainable while saving time and money.



On-board security features include network authentication, password-initiated private printing, usage limitations and administrative password enhancements, along with department codes designed to track data and usage. And, Toshiba's e-BRIDGE MFPs offer the first unique self-encrypting drive (SED) with data invalidation, along with data overwrite, adding another important level of security. Optional secure release print solutions allow users to submit jobs to a secure print queue that can be accessed from any configured product in your enterprise. Toshiba's End-of-Life Security program will ensure none of the critical data from the device's memory leaves your premises.

Network Management Tools Deliver Significant Productivity Gains

Utilizing browser-based software that resides on each MFP, the TopAccess tool allows users to view a specific job and device from their desktop. It also enables administrators to load address books, integrate corporate email servers and manage email alerts coming from the device.

For Fleet Management, Toshiba e-BRIDGE CloudConnect is an innovative cloud-based application that enables remote management of your Toshiba e-STUDIO products ensuring maximum uptime. This proprietary tool gathers valuable data from your devices, providing an in depth understanding of performance via the Cloud. Downtime is minimized by real-time technical alerts and warnings allowing for proactive troubleshooting as well as secure performance of various device operations such as meter reads and firmware updates remotely.

Protect Your Network, Your Clients and Your Peace of Mind

Rapidly evolving technologies are inundating the business environment with new security and privacy challenges. Security features are introduced at the earliest stages of product design and at each stage of the product lifecycle. Toshiba has looked to the federal government requirements for guidelines to address compliance with HIPAA, the GLB Act, FERPA, SOX, CCEVS, DOD and many other industry-specific regulations. Toshiba's proprietary e-BRIDGE technology addresses potential security issues in three distinct ways:

- 1 Control access to both the device and data
- 2 Provide data tracking and accountability
- 3 Establish and control data integrity



A Commitment to **QUALITY**

Along with proven product reliability and a high approval rating, Toshiba provides all of its customers with a powerful yet simple Total Quality Commitment Guarantee—our assurance to you of complete satisfaction. Unfettered by small print or disclaimers, the guarantee assures businesses of free replacement of defective Toshiba MFPs and accessories with a model of equal or better specifications. Free loaners are provided to businesses whose product is out of service for two consecutive business days or requires off-site service.



OUTPUT MANAGEMENT

Toshiba received the prestigious CIO Enterprise Value Award for our proprietary Encompass Document Analysis Program. Encompass is a Six Sigma-based process developed by Toshiba America Business Solutions, Inc. (TABS) that enables Toshiba analytical experts to assess the clients' document production environment and provide new configurations to maximize efficiency from every device. The result is a comprehensive fleet-optimization analysis of the most effective and efficient use of your products as well as strategies for managing them with maximum control, flexibility and productivity.

Adding Expertise to Product Solutions

Toshiba believes that leading-edge products are only one component of a complete document output strategy. Full optimization requires long-term support services that address fleet efficiency on a number of levels. To that end, Toshiba has developed breakthrough programs such as Encompass Managed Print Services as the premier resource for delivering savings and value to our customers.

The Power to Consolidate, Simplify and Optimize

Document production, management, workflow and distribution currently represent a significant expense for businesses with expenditures reaching as high as 15% of total revenues in some instances. Using Encompass, we have helped customers enhance productivity by optimizing their document imaging fleet, minimizing the need for new equipment and reducing costs by as much as 40%.



Our Six Sigma DMAIC process includes:

- > **DEFINE** the objectives, constraints, timeframes & participants
- > **MEASURE** the assets, usage, workflow & cost drivers
- > **ANALYZE** data to create detailed cost profiles for every product & process
- > **IMPROVE** the current environment with an effective solution
- > **CONTROL** through ongoing benchmarking, cost improvements, etc.

Encompass Green Report

Understanding the consumption and waste associated with your printing provides an opportunity to positively impact your company's eco footprint. Toshiba's Encompass Green Report is a custom analysis of your printing's impact on the environment. It provides easy solutions to assist in reducing:

- > Electrical consumption
- > CO₂ emissions
- > Waste water, paper waste and cartridges consumed

With an optimized print environment you're not only achieving green initiatives, you're saving money.

Encompass Security Assessment

We understand that when it comes to an organization's data, you can never be too safe. Toshiba's Encompass Security Assessment analyzes device, fleet and enterprise document security on both Toshiba devices and non-Toshiba devices. Our security experts will assess four key areas:

- > Device security
- > Access security
- > Document security
- > Device end-of-life security

After completing the assessment, we provide you with a comprehensive report identifying security risks, we assign a security rating to each networked device, and we outline a strategy to cost effectively fortify your information.



PageSmart

Managed Print Services

Our Encompass PageSmart Program is an innovative pay-as-you-print solution that helps reduce overall printing costs and service needs. This program creates a single point of accountability for service, supplies and billing, giving participants increased control over printer operations. As a result, these benefits remove the time-consuming task of managing your own fleet and free up your IT staff to focus on other business-critical issues.

Toshiba Gives You the **VISIBILITY ADVANTAGE**



PROFESSIONAL SERVICES

Optimize Your Business Processes

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

Toshiba Professional Services offer:

- › **Document Workflow and Capture:** We can help you extend the capabilities of your Toshiba products by integrating them with document workflow and capture solutions, enterprise management solutions, cost accounting systems and a range of business applications.
- › **Document Management:** By evaluating your documents' lifecycle, we can recommend enterprise document management solutions that will greatly improve workflow and user productivity.
- › **Mobile Printing:** We will introduce you to a variety of mobile and cloud printing solutions that will make printing from your mobile device versatile, secure and easy, no matter your location.
- › **Secure Pull Printing:** Expanding your Toshiba MFP with "pull printing functionality" print functionality will allow users to submit jobs to a secure print queue and access them from any device in the enterprise.
- › **Secure Printing:** Let us show you how to prevent unauthorized access to your devices, safeguard your data and protect your network from vulnerabilities.
- › **Green Analysis:** We provide a comprehensive environmental assessment of your current print environment and provide ways to measurably improve it in the future.

Guiding You Through the Implementation Process

Toshiba employs a multiphase program of Discovery, Design and Deployment to provide comprehensive guidance and training in the key process areas of assessment, strategy and implementation.

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DISCOVERY

Analyzing Your Current State

Toshiba's trained team of business analysts provides an accurate assessment of your current situation by evaluating your entire fleet of devices, your culture and processes. To ensure the strategy reaches the optimal desired state, during the discovery process, Toshiba addresses your cost targets, seeks out opportunities for device consolidation and evaluates issues such as distributed versus centralized print, document workflow, security and energy and waste reduction.

DESIGNING

Your Action Plan

Once the strategy is developed, Toshiba's implementation team creates a focused order-to-delivery plan. Overseen by a project manager, the plan coordinates national and local service teams to help identify machine setup requirements and develop your training plans and materials. To support this phase, we utilize all collected data to establish user roles/permissions, create catalogs and assess data and reporting requirements.

DEPLOYMENT

Strategies Provide the Competitive Edge

The actual deployment of any optimizing strategy is a comprehensive process developed through five stages of action—executing the plan, meeting commitments, making mid-course corrections, measuring customer satisfaction and reviewing the program. Regular account reviews will ensure that our solution continues to deliver cost savings and productivity improvements. Our goal is to bring your costs under control, improve user productivity and maximize the value of your imaging products.



TOSHIBA

FINANCIAL SERVICES

The Right Business Partner

Toshiba provides not only the finest document management products but also fully personalized options for acquiring them through Toshiba Financial Services.

This service offers you an array of comprehensive lease program options that range from conventional leases to cost-per-page programs, each designed to reduce your total cost of equipment ownership. Each of these programs eliminates the surprises and hassles typically associated with leasing. Our simplified billing provides you with custom-tailored invoices and a number of flexible payment options.

Placing Account Management Firmly in Your Control

Toshiba's acclaimed National Account Program offers complete service and support for all products after purchase, maximizing your control of fleet operations. To assure you of a timely and efficient response to all of your needs, the program provides you with a central point of contact to manage all support and service issues. With access to Toshiba's extensive support infrastructure of service management, technical support and supplies, your central point of contact is able to deliver the right solution.

GLOBAL SERVICES PORTAL

Global Services Portal Keeps You in Touch 24/7

An integral component of account management is the Global Services Portal (GSP), a multilevel online resource that offers you full access to a user-friendly, self-service website fully protected by a roles-based secure access system. Providing you with total fleet-wide visibility 24/7/365, spend management, expense control and contract management, the GSP operates within the parameters of your workflow approval process. The portal enables you to custom tailor content features such as branding, bulletin boards, user training documents and unique product catalogs, offering comprehensive information on a wide range of products and contact information.

Delivering the Cost Controls You Need

Toshiba's spend management solutions enable you to evaluate corporate spending patterns and formulate comprehensive strategies for maximizing cost savings. Such cost-savings benefits significantly impact your bottom line.

An Ariba-ready supplier, Toshiba optimizes transaction processes by utilizing CIF file catalogs, CXML order updates and EDI. Supporting various transaction types and EDI formats, we base the deployment of information exchange options on your supplier enablement package.

Proven Strategies Enhance Visibility on All Levels

Companies operating in multiple locations often experience a lack of visibility, especially in the area of purchasing. Toshiba decisively addresses visibility issues, allowing you to track device use, buy more efficiently and better control service issues.

Toshiba delivers measurable visibility improvements through the utilization of four proprietary tools—Service Dispatch, Remote Meter Collection, Fleet Monitoring and Detailed Asset Data, each providing customers with significant increases in asset management control.



POWERFUL Support Network

Service Dispatch Keeps You Connected With Two-Way Communication

Toshiba's Online Service Requisitioning establishes an immediate two-way communication via the web between you and your local service entity for service requests and status updates.





Automated Meter Reads Eliminate Customer Intervention

Asset management strategies are supported by our Remote Meter Collection capabilities. Using Toshiba's proprietary e-BRIDGE technology, networked e-STUDIO MFPs are engineered to submit accurate meter reads on a predetermined cycle.

Fleet Monitoring

Using Toshiba's intelligent fleet monitoring system, which tracks all networked devices and desktop laser printers, you can see detailed user information and receive appropriate service alert notifications such as low or no toner, preventive maintenance required and mechanical failure.

Complete Access to Networked Device Data

Through the GSP, you can get a clear picture at a granular level of any networked device within your fleet. From the product configuration and lease information to service contract details, service call information and billing—it's all at your fingertips.

Custom Reports Simplified

The GSP gives you the flexibility to generate both standard and ad hoc reports. Relevant data is organized into three report types—Company-Wide, Per Site or Per Model—and includes information regarding population, usage, service history and total cost of ownership, providing customers with a single source of easily accessible data.

Meeting the **GLOBAL** Challenge

Global Reach. Local Touch.

Toshiba has invested heavily in the infrastructure and resources needed in order to respond to global business demands. Through initiatives such as our Global Business Solutions (GBS) program, we can deliver Toshiba document solutions and services to virtually anywhere in the world. Implementing our “Local Touch” approach, we provide you with a single point of contact compatible with your particular region or country, assuring easy, uninterrupted access to local service expertise. In addition, Local Touch provides price harmonization as well as invoices based on regional currency.

Our comprehensive strategies provide a full range of support structures and global account management, greatly simplify purchase decisions and streamline operations, maximizing the performance level of your business. Toshiba’s global accounts are supported by a team of experienced managers throughout the world. In addition, a partnership with Toshiba guarantees consistent product availability and entitles you to preferential global pricing available with varying international financial arrangements. All of your service and support issues will be expertly addressed by our global service network comprising of over 100 distributors, 2,000 dealers and 20,000 employees.



COMMITTED TO PEOPLE, COMMITTED TO THE FUTURE

Investing in the Future

To remain ahead of market changes, Toshiba places enormous resources—approximately six percent of annual sales—behind our research and development efforts. Our global innovation network of R&D centers in the U.S., Japan, Europe and China brings together the best technical minds to ensure our go-to-market strategies deliver more value to our customers and meet the ever-growing demands of the networked office environment.

Creating the Capacity to Excel

Your company. Our expertise. Utilizing a power base of the newest technology, in-depth evaluations and productivity-enrichment programs, Toshiba creates unique opportunities that help you meet and exceed your objectives. Our award-winning products, infrastructure and expertise provide you with a full range of tools necessary for all levels of business success. Targeting your particular needs, we employ proven strategies to facilitate measurable improvements in both the productivity and cost-savings areas.

Green Leaders

Here at Toshiba, we realize that short-term productivity must not take place at the expense of long-term sustainability. This is evident in all that we do, from the products we use in manufacturing to the environmental programs in which we participate. Toshiba works hard to find a careful balance between the print needs of businesses today and the preservation of our natural resources. Our passion for safeguarding the Earth is evident in Toshiba Group's Environmental Vision 2050, a vision of a future where people enjoy richer lifestyles in harmony with the Earth.

Toshiba designs products that minimize their effects on the environment while incorporating the latest, most stringent environmental standards. From our zero-waste-to-landfill toner recycling to greener manufacturing, Toshiba is a recognized environmental leader. At Toshiba we are investing in programs that help both our business and yours to better reduce, reuse and recycle.

Giving Back

Toshiba is not just about manufacturing and selling products and services. Rather, we are all about people, and we continually demonstrate this spirit and dedication through contributions to disaster relief, the environment, education, community relations, charitable sponsorships, employee volunteer activities, scholarship programs, philanthropy and other worthwhile endeavors. These activities allow us to give back to the communities that have helped us grow and succeed, in the U.S. and beyond.

At Toshiba, our slogan, “Committed to People, Committed to the Future” is an integral part of our corporate ethos.





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