



Keep Your Pharmacies Up and Running

Increase Productivity, Maximize Uptime, Improve Customer Service

Don't let short staffing interfere with your pharmacies' productivity

With the ever increasing shortage of qualified pharmacists, it is more important than ever that pharmacies look for ways to improve their productivity levels. Couple this shortage of pharmacists with dramatically escalating prescription volumes and it becomes vital to protect your pharmacist's valuable time by taking advantage of workflow improvements and more powerful technology.

Every time your pharmacy staff stops filling prescriptions to order supplies or call for service, your customers are left unattended. By taking advantage of our Distributed Fleet Management offerings, you can rely on Lexmark to help maximize printer uptime, minimize supply inventory levels and allow pharmacists to continue consulting with their customers.

Ease the pain of supplies management

Pharmacy Consumables Management brings control and visibility to a traditionally unmanaged process. With automatic detection when supplies are running low, orders are proactively placed for the correct printer consumables so that supplies arrive before they run out.

Here's what you can expect:

- A transparent process that operates without your staff's involvement
- Reductions in inventory, shrinkage, and obsolescence
- Validation of all orders, ensuring the supplies are necessary
- Protection against superfluous shipping charges
- Defense against fraudulent or excessive orders
- Acknowledgements for orders shipped and received
- Improvements in cash cycle

This unique capability gives you maximum control with minimum effort, while protecting your company against waste and errors. Lexmark Consumables Management is a proactive way for you to take control of your pharmacies' printer supplies.

Lexmark Global Services



Working for companies around the world.

Consumables Management

Lexmark provides services to customers in 29 countries and 6 industry segments.

- Automatic Toner Low Detection
- Automatic Ordering
- Easy, Quick Fulfillment
- Usage Reporting & Color Control

Availability Services

DFM customers report significant cost and page volume reductions.

- Dedicated On-Site Technicians
- Help Desk Integration
- Advanced Technical Support
- Proactive Maintenance

Optimization Services

Lexmark pioneered Output Managed Services and has nearly a decade of experience.

- Assess the Environment
- Build Deployment Principles
- Apply Business Rules
- Streamline Implementation

Asset Lifecycle Infrastructure

Lexmark Global Services has more than 6.5 billion pages and 170,000 devices under management.

- Total Visibility to the Fleet
- Comprehensive Reporting
- Multi-Vendor Support
- Advanced Systems Architecturer

Go beyond “break/fix”

Lexmark Availability Services ensures fast, expert attention to your printer problems by taking a proactive approach to keeping your devices up and running. We can monitor, detect, and diagnose many problems remotely so that most issues are resolved even before your pharmacy notices they exist.

Here’s how it works. Each output device generates information about itself—page count, toner level readiness, and more. This information, even from non-Lexmark devices, can be transmitted over a secure connection to our data warehouse, where the data is continually organized and analyzed. When problems show up, the system responds. This is done automatically by either remedying the issue remotely, or if necessary, by dispatching a technician directly to the store location to repair the device.

By collecting historical data from these devices, Lexmark gathers valuable statistics over time in order to analyze and identify unknown trends in a given environment. With this information we can ensure the optimization of essential service policies and procedures. This can be extremely valuable, helping to increase printer uptime, reduce service call rates and significantly reduce the overall cost of servicing your distributed fleet of devices.

Assure IT compliance

Configuration Management, another offering within our Distributive Fleet Management suite, can ensure your pharmacies maintain a standard device configuration and firmware version level. This assures IT compliance across the network which helps solve problems faster, lowers help desk calls and saves time on installation and device upgrades.

As the leading output provider in the pharmacy industry, Lexmark is uniquely positioned to help you take care of your distributed output environment to minimize printer downtime. Just as you know and trust our reliable printing technology for all your pharmacy output requirements, now you can rely on Lexmark to relieve the burden of managing these devices to free up your pharmacists’ valuable time to do what they do best—take care of the customer.

Lexmark: Responsible Eco-Leadership



Responsible Provider of Products and Services

- EPA's Design for the Environment (DtE) Program
- Packaging Reduction Initiatives
- Product Eco-Labels
- Cartridge Collection Programs
- Product Collection Programs
- Reduce, Reuse, Recycle Campaign

Steward of Resources

- Reduce, Reuse, Recycle Campaign
- Energy Conservation
- Waste Minimization
- Cartridge Remanufacturing and Recycling
- Product Recycling

Corporate Citizenship

- Environmental Management System
- Consistent Regulatory Compliance
- Cartridge Remanufacturing and Recycling
- Environmental Partnerships with Community



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