



Happen Business Pty Limited
29 - 33 Pitt Street
PO Box 126, Mortdale NSW 2223 Australia
p. +61 2 9570 4696
f. +61 2 8569 1858
w. www.happen.biz

Cool Stuff For Sharp Jim2® Business Engine Managed Print Services Edition

Fact Sheet

Jim2 Business Engine Managed Print Services Edition is helping you streamline your processes with plenty of great features specific to Sharp dealers. Speed up meter reads and billing using the Jim2 MPS Connectors for Sharp. Read on to find out all the cool things Jim2 can do.

Sharp Meter Reads

The Jim2 Business Engine MPS Connector fully integrates with Sharp device emails to save hours of data entry per month, and reduce billing errors.

The major benefit of the Jim2 MPS Connector is automatic, accurate and timely meter reads and billing:

- Less administration time, and no more re-keying.
- Quicker quoting.
- Less keying for greater accuracy.
- Improved customer satisfaction.

Sharp Copier Meter Reads automatically email meter reads directly into Jim2 Business Engine Managed Print Services Edition. Once received into the system, the Jim2 Business Engine MPS Connector for Sharp automatically takes the meter read information and incorporates this into the Jim2 database.

Here's an example of how incoming emails look in Jim2:

-----Original Message-----

From: fax@happen.biz [mailto:fax@happen.biz]
Sent: Wednesday, 21 October 2015 10:10 AM
To: service@rdst.com.au
Subject: - Status Message

2015/10/21 09:09:40

Device Name:
Device Model: MX-4141N

Serial Number: 4513480200
Machine Code:

Current Device Counter Information:

Black & White Copy Count = 4359
Two Colour Copy Count = 0
Single Colour Copy Count = 0
Full Colour Copy Count = 1176

Black & White Print Count = 15552
Full Colour Print Count = 15245

Black & White Total Print Count = 19960
Two Colour Total Print Count = 0
Single Colour Total Print Count = 0
Full Colour Total Print Count = 16437

Jim2 automatically creates customer billing based on the meter read information without intervention, saving hours in administration each month, and eliminating data entry errors. Invoice from the same system and see payment sooner.

Bulk Meter Update

Jim2 Business Engine provides you with the tools you need to manage your billing database. Run a list, run the script (obtain from

Happen Business) and update all the machines on the list by black and colour meter.

This keeps all your machines profitable, and takes away the laborious task of manually updating machines for annual CPC increases.

Jim2 eBusiness Meter Reads

For Sharp dealers who can't obtain an automated meter read from the device, Jim2 eBusiness Meter Reads is an easy, user-friendly way for them to submit their meter reads.

You can enter the meter reads via a simple customisable web page which feeds into Jim2 automatically – no re-keying needed. This feature is a standard inclusion in Jim2 Business Engine MPS Edition.

Built-in error checking prevents customer data entry mistakes, and ensures correct billing. Jim2 then automatically creates your billing jobs, ensuring you are ready to invoice as soon as you have the meter reads.

Jim2 Managed Print Services Edition Reports Accurate and Relevant Reports at your Fingertips

The Jim2 Business Engine Managed Print Services Edition includes the **Meter Report**, a comprehensive report giving total page counts revenue and costs for each machine in a list, for all meter information collected for that machine. This may include Scanner meters, Fax meters, Print meters, and 'Minimum Charge' and 'Base Charge' information.

Machine Cost Per Copy – Quickly analyse your cost structure based on cost per copy for your entire MIF or for individual machines

Jim2 Business Engine Managed Print Services Edition's Cost per Copy reports support unlimited meters so you can analyse colour as well as black meters. Other systems in the market just analyse the CPC for total pages of a machine – Jim2 Business Engine Managed Print Services Edition analyses even scanner meters if you wish. You can even analyse machines under 'Prepaid Page' contracts.

And many more reports cover all aspects of your copier business:

- **Job Profit Report** – Analyse the profitability of all jobs and callouts for a technician, or any other criteria (eg. Serial Number).

- **Machine Response Report** – Analyse service response times to close a call vs contracted response times. Jim2 List functionality allows detailed analysis of your contracts.
- **Stock Profit Report** – Generic report(s) in Jim2 which is very useful to analyse at a product group (or individual stock code) level, the financial information (revenue and profit/margin) for that group. Analyse income and margin for other consumables ordered by a customer not included in contract, eg. for staples etc.
- **Machine List – Page Request Form** – Meter request run from a list, with or without displaying previous meter read.
- **Machine List – Page Request Test** – Meter request Test.
- **Machine List – Machine Profit**– Detailed and profit margin by machine #.
- **Machine and Machine Detailed** – Machine contract details, Detailed report includes jobs and other information related to that machine.
- **Machine –Page Request Form – Meter Read** (for reprint), with or without meter count.
- **Parts Spent** – Reports on parts used, and cost for a list of jobs (callouts).
- And many more.

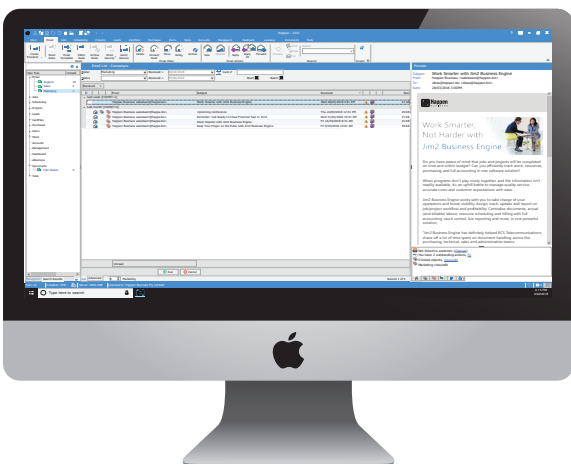
Full Email Capabilities

Jim2 Business Engine also boasts full email functionality which not only sends, but **receives and actions emails** right from within Jim2 Business Engine, speeding your business processes up even further.

All business email correspondence is fully integrated including sales, quoting, purchasing, service, email ticketing and support/help desk, right there in front of you – in one system. Automatically tag emails, assign CardFiles, and create jobs based on rules. For example, service jobs can be automatically created directly from an email received to your Support email address.

Easily monitor unread email lists, view and respond to emails from within your active Sales Quotes, Service Jobs, and Purchase Order lists.

The benefits of this email integration? Everything is captured in the same place, which speeds up your processes and greatly improves your productivity.



Refurbishing Machines

Manufacturing capabilities within Jim2 enable dealers to gain visibility, and account for true costs when refurbishing machines. With Jim2 stock control and job management features, track new machines and actual costs when refurbishing copiers, including bill of materials, fusers, associated parts, tests and checks – in the same solution.

Mobile Connectivity

Jim2 Mobile is the innovative mobile application that seamlessly integrates with Jim2 Business Engine to streamline business processes, drive real-time workflow, and connect your team with live information from any location.

See technicians open and close calls, collect meter reads and add them instantly to the Jim2 database. Using Jim2 Mobile, enter new black and colour meter reads and automated billing jobs on the spot, using the powerful mobile app. Arm your face-to-face sales staff, and service technicians with real-time access to Jim2.

Its clean user interface and simple navigation make activities such as seeing available stock, adding and updating jobs and orders, capturing customers' signatures 'on glass', responding to emails, and referencing documents in the field a breeze.

Jim2 Mobile empowers your staff with anywhere access, which will:

- See your system updated in real time.
- Save time, reduce errors.
- Inform staff with a complete picture of customers instantly.
- See significant enhancements to productivity.

Jim2 Mobile connects securely to the main office database via the Happen Cloud, keeping everyone in sync across the system.



Document Management

Managing business and customer documents across any business is a complex task, often involving a mixture of filing cabinets, network drives, email folders, and document management systems.

Jim2 Business Engine enables you to manage valuable business document resources in one integrated system. See product catalogues, images, signed contracts and technical manuals linked with sales activities and service jobs within the business workflow.

Manage document updates and new collateral in the same secure solution. Jim2 enables staff to uncover what they need, when they need it, with access in the office or out on the road.

With Jim2 document management and email capabilities, all business related correspondence is at your fingertips.

- See also:
- Managed Print Services Fact Sheet
 - MPS Connectors Fact Sheet
 - eBusiness Meter Reads Fact Sheet
 - eBusiness Service with Meter Reads Fact Sheet
 - Jim2 Mobile Fact Sheet
 - Document Management Fact Sheet



©2018 Happen Business Pty Limited (ABN 78 097 893 573). All rights reserved. Jim2® is a registered trademark of Happen Business Pty Limited. All other brand and product names are trademarks or registered trademarks of their respective companies.

All our products are designed and developed in Australia. Visit www.happen.biz for further information on Jim2® Business Engine or contact Happen Business directly on +61 2 9570 4696.

www.happen.biz

