BuyersLab GOLD TESTED SOLUTION · 2017 ·

Netaphor

SiteAudit Analyzer QBR/SiteAudit Analyzer TCO

Features & Productivity

Usability

IT Admin & Security

Support & Training

Value

Product Snapshot

Product: SiteAudit Analyzer TCO/ SiteAudit Analyzer QBR

Software Developer: Netaphor Software, Inc.

Web: www.netaphor.com

Phone: 1-949-470-7955

For more information on SiteAudit Analyzer TCO/ SiteAudit Analyzer QBR and other Netaphor products, see BLI's comprehensive coverage at Buyerslab. com/Solutions.

About BLI: Since 1961, BLI has been a leading test laboratory in the world of digital imaging equipment. BLI is completely independent in all of its testing processes and subsequent reporting. All of BLI's product evaluations are conducted by highly experienced employees in its on-site testing facilities in the United Kingdom and United States where hundreds of new copiers, printers, wide-format devices, scanners, faxes and multi-function (MFP) products are evaluated and reported on each year.

OVERVIEW

Netaphor's SiteAudit Analyzer QBR and SiteAudit Analyzer TCO are a pair of Excel plugins that provide managed print services providers and their customers with comprehensive fleet analytics by leveraging data from Netaphor's SiteAudit fleet-management solution. For an MPS provider's existing contracts, Analyzer QBR (Quarterly Business Review) charts trends and shows comparisons between actual and contract targets about inventory, volume, supplies and user behavior. To help win new business, Analyzer TCO (Total Cost of Ownership) provides a current- and future-state analysis of customer fleets to detail how a new or modified MPS contract would impact the customer's hardcopy output costs. While the tools are intended primarily for MPS providers, Netaphor's enterprise customers could also use them to gain a better understanding of their overall print operations. Both plugins are included with a SiteAudit Analyzer license.

CHIEF BENEFITS

STREAMLINE REQUIRED REPORTING– Analyzer QBR makes it almost effortless to create the quarterly reports required by most MPS contracts, and can help an MPS provider quantify to customers the positive impact their program is having on usage, uptime and costs.

WIN NEW BUSINESS– Analyzer TCO can show a potential customer their current output-related costs, and calculate what their costs could be with the MPS contract the provider is proposing

DATA VISUALIZATION– Both plugins offer easy to read breakdowns on device information, device utilization, total cost of ownership, and more.

BETTER INSIGHTS– The data gathered from these plugins can be used to point out wasteful printing and opportunities to run a more efficient print fleet thanks to various graphs, charts, and tables.

LEVERAGE EXCEL – These tools are both Microsoft Excel plugins that have all the formulas, charts and data analytics built in, so users don't need to import, parse, and format the data themselves.

OUR TAKE

Winning new business while keeping and expanding existing contracts are essential for dealers that want to maintain a successful MPS practice, and Netaphor's SiteAudit Analyzer QBR and SiteAudit Analyzer TCO tools are invaluable partners in that effort. These Excel plugins mine the "big data" collected by and archived in Netaphor's award-winning SiteAudit fleet-management platform to show fleet makeup, device usage, device uptime, real-world costs and much more. The tools use data gathered from SiteAudit and are relatively simple apps in the sense that they are a series of graphs and charts in various tabs that break down network information for the customer.

Analyzer TCO is geared toward helping MPS providers win new business or expand an existing contract to capture devices not under management. The detailed charts and calculations the tool generates show total cost of ownership information for the customer's "current state" output fleet, along with projected "future state" costs associated with the provider's proposal. In both cases, the data is very easy to understand.

Analyzer QBR addresses the second concern—keeping current MPS customers informed and satisfied—by providing charts and statistics that detail inventory, page volumes, device utilization, supply usage and user metrics. More importantly, the tool shows how those real-world stats compare to the targets set forth in the MPS contract. This data-driven quantification can illustrate to a client that the service provider is meeting or exceeding the tenets of the contract and help prove a program's worth to customers. And for dealer personnel, having a pre-built Excel tool that crunches the data and creates the charts can save countless hours and avoid the late-night end-of-quarter scramble.

While MPS dealer personnel will most likely be the main users of the plugins, the solution is straightforward enough to be used by anyone. The data the plug-in present would be invaluable to IT administrators and managers at any organization that needs to track costs for an output fleet. But do note that the plugins require Netaphor's SiteAudit platform (OnSite, Hosted or Compact editions) to work, which is at least a $798 investment. Still, as free add--ins, QBR and TCO Analyzers are a terrific value.

STRENGTHS

- **Easy to use and understand**

- **Breaks down complex data into graphs and charts that are then easy to share with customers**

- **Charts and information can be used to auto-populate the PowerPoint presentations included in SiteAudit**

WEAKNESSES

- **Requires Microsoft Excel; BLI found the tools struggle when paired with Google Sheets**

- **Requires SiteAudit platform**

KEYPOINT INTELLIGENCE - BUYERS LAB • North America • Europe • Asia

Gerry Stoia, CEO

Deanna Flanick, CRO

Brian O'Connor, CFO

Jeff Hayes, Managing Director
jeff.hayes@keypointintelligence.com

Randy Dazo, Group Director,
Office Document Technology
Randy.Dazo@keypointintelligence.com

Jamie Bsales, Director,
Software Analysis
Jamie.Bsales@keypointintelligence.com

George Mikolay, Associate Director,
A3/Production
George.Mikolay@keypointintelligence.com

Marlene Orr, Director,
Printers/A4 MFP Analysis
Marlene.Orr@keypointintelligence.com

Carl Schell, Managing Editor
Carl.Schell@keypointintelligence.com

U.S. ANALYSTS

Kris Alvarez, Editor
Kris.Alvarez@keypointintelligence.com

Lee Davis, Editor,
Scanners/Software Evaluation
Lee.Davis@keypointintelligence.com

Kaitlin Shaw, Editor, Printers/A4 MFPs
Kaitlin.Shaw@keypointintelligence.com

Robert Watts, Editor,
Software Evaluation
Robert.Watts@keypointintelligence.com

EUROPEAN ANALYSTS

Priya Gohil, Senior Editor
Priya.Gohil@keypointintelligence.com

Simon Plumtree, Senior Editor
Simon.Plumtree@keypointintelligence.com

Andrew Unsworth, Editor
Andrew.Unsworth@keypointintelligence.com

LABORATORY

Pete Emory, Director of U.S. Research and
Lab Services

David Sweetnam, Director of EMEA
Research and Lab Services

COMMERCIAL

Mike Fergus
Vice President of Marketing

Gerry O'Rourke
Director, BLI International

PRODUCT PROFILE

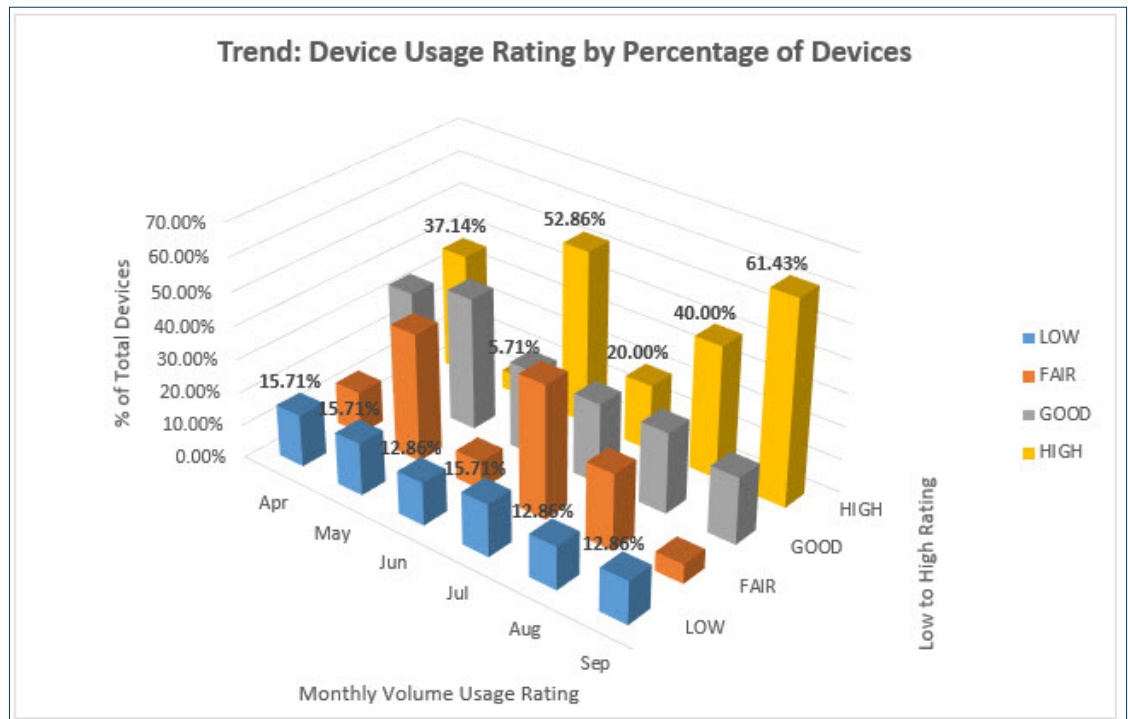|	
Versions	QBR Analyzer and TCO Analyzer come in just one, scalable version each.
Pricing	The QBR and TCO plugins are included with the SiteAudit Analyzer license, which carries a typical list price of $798
Users	Maximum number of users supported: Unlimited
Server	Microsoft Windows 2008 and later (for required SiteAudit platform)
Client	Microsoft Windows 7 and later; Microsoft Excel
Compatible Hardware	Networked output devices with an industry-standard printer MIB
Software Integration	Microsoft Excel; Microsoft Sharepoint (for SiteAudit data)
Mobile Compatibility	Not applicable
Availability	United States, Canada, EMEA, APAC
Languages	English, German, Spanish, French, Polish, Japanese, Russian

Features & Productivity

Analyzer QBR and Analyzer TCO deliver a handy mix of features aimed at streamlining the creation of the data, charts and graphs necessary for MPS engagements.
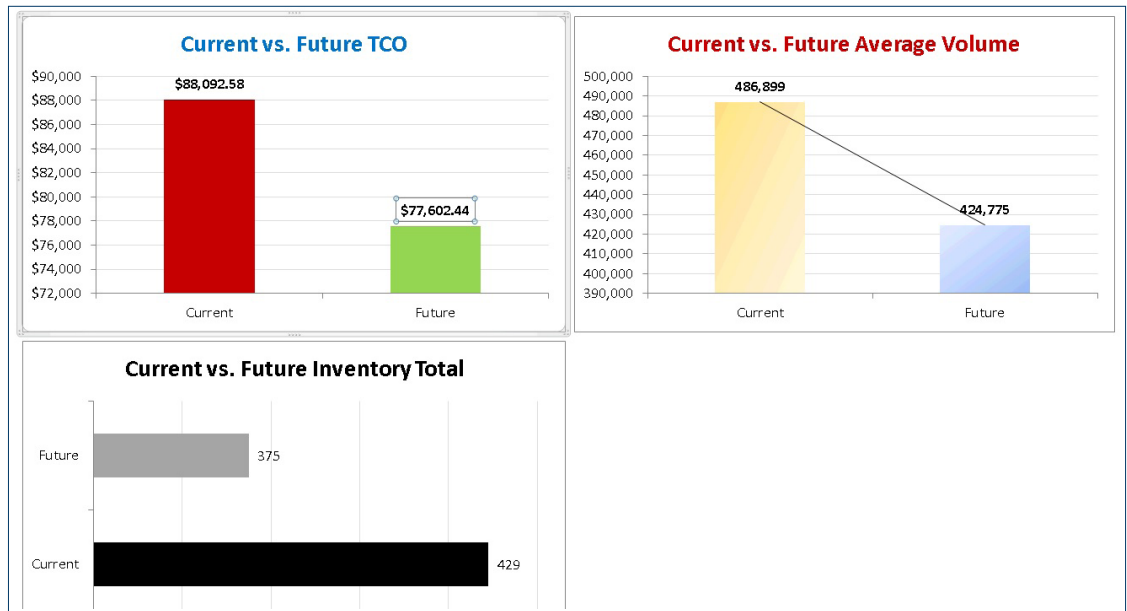

Both tools mine the granular data collected by the SiteAudit platform to generate informative charts and graphs in Excel automatically.

- The tool offers a device list, as well as a filtered list of devices sorted by type and age. In essence, the tool is meant to show users what devices are being used the most and changes in the print environment over time. For instance, the "Volume Trend" tab shows how print output changes from month to month. MPS providers can utilize these graphics to point out irregular printing behavior, as well as spot out inefficiencies in a network. An example of this would be using the "Top 10 Utilized Devices" to identify printers that are underused and using that information to move the location of those devices and clear up device congestion.

- Analyzer TCO works in a very similar fashion, focusing more on total cost of ownership data than general device usage.

- Dealer personnel can adjust hardware and supplies cost, yield, and cost per page information based on the MPS contract type to view TCO based on current volume.

- Personnel can then apply "what-if" scenarios via Assign Keep, Remove, Replace or Move actions to determine the TCO of the proposed fleet makeup.

The TCO tool lets users illustrate the benefits and savings of a proposed "future state" fleet, with lower volumes and total costs.

- On the "TCO Costs" tab, users can see a TCO breakdown by individual device in order to more effectively identify costly devices ripe for replacement. The tool can then be used to generate charts showing current and future state of inventory, volume and costs.

- On the "Model Costs" page, users can see "under the hood" of the plugin and see how TCO is broken down. Users can view and edit fields such as hardware costs, toner yields, and more. While this data initially comes from the SiteAudit solution, the ability to change fields within the spreadsheet is a great convenience.

- Also handy is the fact that users can link TCO charts with SiteAudit's PowerPoint audit presentation, which greatly reduces the time it takes to create pitch presentations.

SOFTWARE INTEGRATION

- SiteAudit Analyzer TCO and QBR tools are Excel plug-ins, and they also support data sharing via Microsoft Sharepoint, which makes the information gathered from these tools quite easy to share with other staff members.

info@KeypointIntelligence.com   •   973.797.2100   **6**

USABILITY

Considering that QBR and TCO Analyzers are essentially ready-made Excel spreadsheets with graphs and charts, usability is excellent. The average office worker is well acquainted with Excel, and using the program rather than a proprietary app was a smart decision on Netaphor's part. With Excel, not only is the data easier to access and share, it is easier to integrate into PowerPoint slides, Word documents, and even productivity apps outside of Microsoft Office.

- All the information in the tools are pulled from data in SiteAudit. Thus, these plugins require no input. They simply demonstrate information on the customer's print network. Google Sheets is growing in popularity in the business world and is supposed to be largely Excel-compatible, but these tools require Excel. When Keypoint Intelligence staff tried to open the sheet in Google Sheets, Google initially refused to upload the file due to file size constraints. While businesses that use Google Productivity apps are in the minority, customers who don't use Office may want to be aware of these issues.

IT ADMIN & SECURITY

- SiteAudit Analyzer runs as a Microsoft Excel 2010 or 2013/16 Add-in. It requires a SiteAudit viewer with a license for Analyzer.

- The TCO and QBR templates and workbooks are downloaded from Netaphor's support website and placed in user defined subdirectories. This is a fairly simple process for Admins and end users alike. A short cut can be created on the end user's desktop for quick access.

- Given its nature, no configuration is needed unless users would like to edit fields, which can be done by simply clicking on the applicable cell in the program.

SUPPORT & TRAINING

- While most users should have no trouble using these tools, Netaphor offers support to all of its customers. Maintenance and support is included in the SiteAudit license. Therefore, any help customers should need will be covered by their software license agreement.

VALUE

The QBR and TCO tools are included free with Netaphor SiteAudit Analyzer. Given the time the tools can save dealer personnel, and the fact that the tools can directly result in new business, they add tremendous value to the SiteAudit platform.

info@KeypointIntelligence.com   •   973.797.2100