



Managing Stale DCAs

How do dealers keep their devices reporting?

Compiled by: Brent Hoskins, Office Technology Magazine

Following is a question submitted by a dealer member as part of BTA's Dealers Helping Dealers resource, and several of the answers received. These answers and many others can be found in the members-only section of the BTA website. Visit www.bta.org/DealersHelpingDealers. You will need your BTA username and password.



Over time, due to network-related issues, DCAs [data collection agents] go stale. We currently have a lot of technician labor analyzing and repairing DCAs. We also have some upset customers because they have not received toner since their devices dropped off DCAs. Do you have a best practice you can recommend to keep customer devices reporting so they receive auto-toner and their meter counts are collected automatically?

"We sell the DCA as a backup system to human inspection. We do monthly estimates and then use MICAS [Sharp's service application for device management] as a backup. We manage the accounts that fall off monthly."

*Tony Sanchez, managing partner
C3 Tech, Santa Ana, California*

"We recently moved over to MPS Monitor and early signs are showing fewer DCA issues. We will be in a better position to fully judge in three months."

*Derek Johannson, executive chairman
Carlyle Printers Service & Supplies Ltd.
Winnipeg, Manitoba, Canada*

"Kyocera Fleet Services (KFS) is a useful product for meter collection if you are a Kyocera dealer. If not, we use FMAudit as well. We also use KFS for auto-toner replenishment, but have had issues sending too much toner out."

*Colin Bailey, general manager
D.L. Gallivan Office Solutions, Portage, Michigan*

"I am in the process of coming up with best practices for this. We are using @Remote for all Ricoh devices and looking at Printanista for the rest, with Printanista being FMAudit, Print Audit and PrintFleet all rolled into one product by ECI.

"I have been made aware of a company that makes small devices that attach to the back of equipment with the DCA installed (www.alwaysreportingdata.com). We will likely roll these out to customers who will allow us to place them on their networks. If they will not allow it, we are considering charging a fee for

meter collection and using a combination of our delivery driver and technicians to collect meter readings manually."

*Michael J. Kenny, president & CEO
U.S. Copy Inc., Kenner, Louisiana*

"We receive all the meter counts each month set up through our system, but they have to call in for toners still. There is no automatic renewal of toners."

*Van Seretis, managing partner
Premium Digital Office Solutions, Parsippany, New Jersey*

"Inkjet flat rate is one idea. The other is to stop taking the client off the hook of responsibility and quoting MPS all the time. Just have them order [from you] online and still do some reporting for them."

*Tim Stanley, founder/owner
TDSiT, Lowell, Arkansas*

"We're working on utilizing tools built into most machines to accomplish this more efficiently without relying on third-party tools."

*Joshua Warren, remote services manager
Appalachia Business Communications of Kingsport
Johnson City, Tennessee*

"We use a vendor-supplied DCA and get a report when a machine goes offline."

*Todd Deluca, president
Boston Business Technology, Plymouth, Massachusetts*

Do you have a question for your fellow dealers? If so, email it to brent@bta.org with the subject line: "Dealers Helping Dealers." BTA will then share your question with the full dealer membership with a request for guidance from your fellow dealers. ■

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