Global printer fleet management tools that deliver business intelligence.

Xerox™

Lower costs, less waste, better productivity, enhanced security, improved compliance, a more positive end user experience and the nimbleness needed to implement change on the fly. Sounds good, right?

It's all about keeping things humming across your printer fleet — managing incidents, devices, service requests and supplies orders without missing a beat. It takes flexibility to navigate and manage modern, on-premise and remote work environments, including the security solutions needed to protect devices. And that's where Xerox Managed Print Services (MPS) comes in. Not only do we keep your printer fleet running smoothly, but we also capture data across your entire print and scan infrastructure, turning it into the actionable insights needed to make data-driven business decisions.

End-to-end ticket management connects to your help desk for complete visibility into all incident activities.

Remote monitoring and assistance provides the flexibility for in-person and off-site work.

Xerox® MPS Advanced Analytics provides a single pane-of-glass view with a dashboard organised by function. You're always on, and it is too with 24/7, whenever-wherever availability.

Set and monitor security configurations, automatically remediate non-compliant devices and track intrusions across your fleet.

User engagement tools make it easy to share information, submit service and supplies requests and view the status of existing tickets.

CONNECTED TOOLS YOU CAN COUNT ON

With Xerox MPS connected tools and analytics, the whole is truly greater than the sum of its parts. While each tool has a unique purpose, the magic happens when they work together to streamline device and incident management across your printer fleet while providing critical business insights.
It's "teamwork" at its finest.

This single global data source and toolset can track any connected device (including multi-vendor) at any time and at any location, eliminating information silos.

Automated, predictive and proactive tools driven by Artificial Intelligence (AI) and Robotic Process Automation (RPA) make it easy to manage devices, service requests and resolve incidents faster.

Fleet Management Architecture

End-to-end security meets connectivity. We proactively manage a fleet by monitoring device status to facilitate the incident process, handle supplies management, collect meters and provide security services — all from the same set of solutions and delivered either on-premise or in a private or a public cloud.[1]
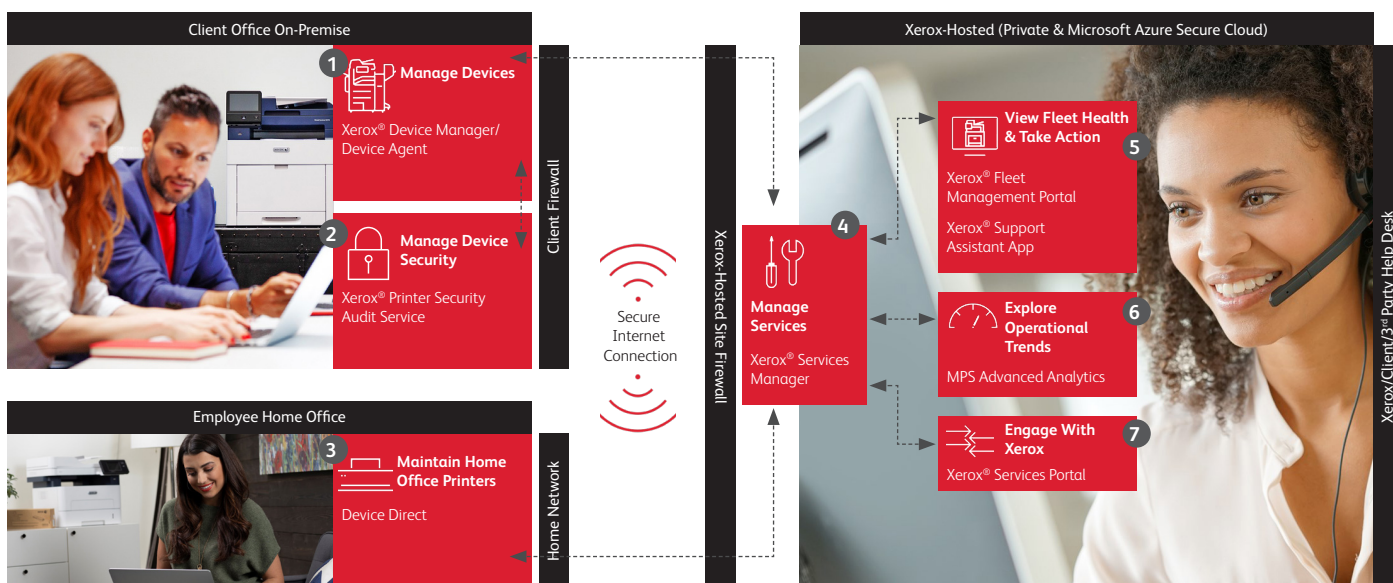
SOPHISTICATED DEVICE MANAGEMENT

1 **3**

Whether in your corporate office or the employee home office, communication is established when Xerox device management tools push data through a secure internet connection which is then received by Xerox Services Manager.

BENCHMARK, FLEET-WIDE SECURITY

2

Enjoy comprehensive security with capabilities such as setting remote print and security policies, certificate and password management, as well as the ability to inspect, monitor and remediate non-compliant devices. We extend our capabilities with the MPS cloud architecture to provide security services for the entire fleet of Xerox devices.

THE POWER OF PROACTIVE MONITORING

4

The hosted Xerox MPS tool suite uses data received from Xerox device management tools to provide global incident management.

ANALYSIS SERVICES, HOSTED ON THE MICROSOFT AZURE CLOUD, ALLOW YOU TO:

5

View current fleet health and take action on service or consumables needs using Xerox Fleet Management Portal or on the device using Xerox Support Assistant App.

6

Explore operational trends using MPS Advanced Analytics with actionable insights on fleet health, asset metrics, operational volume, service history and more.

7

Engage with Xerox using Xerox Services Portal, a tool customised to your branding requirements that enables the "find a printer" service, meter management, service request submission and supplies ordering.

SEAMLESS THIRD-PARTY INTEGRATION

Our tool suite is flexible and can connect to a third-party help desk, such as ServiceNow, as well as partner back-office systems like e-automate and Asolvi Evatic, enabling automated synchronisation of service and supply tickets. In other words, it makes everything easier.

[1] Xerox Device Manager is delivered on-premise.

Manage devices.

Manage device security.

Xerox® Device Manager/ Device Agent//Device Direct[2]

What it can do

- Monitors device health
- Sends proactive alerts on service and supplies needs
- Manages device configuration and security settings
- Automates meter reads

Who it's for

Service delivery and professional services managers

How it works

Remote access for proactive monitoring, configuration management and security management across in-office and at-home devices

How it helps

Remote monitoring enables accurate and timely proactive and reactive service, provides flexibility for hybrid and off-site working and offers enhanced security

Xerox® Printer Security Audit Service[3]

What it can do

- Configuration, password and firmware policy management
- Security monitoring and automated remediation
- Device certificate management

Who it's for

Service delivery and professional services managers

How it works

A combination of Xerox devices, tools and security professionals deliver layers of comprehensive, end-to-end security

How it helps

- Automate your approach to printer fleet security
- Safeguard your devices, documents and data by closing gaps in your security measures and across your print infrastructure
- Effortlessly manage your fleet security and stop threats where they start
- Make adjustments on the fly to the fleet, specific devices or device settings
- The compliance dashboard enables views into compliance metrics, including insight into areas of non-compliance for in-scope Xerox equipment

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MANAGED PRINT SERVICES: SECURE ARCHITECTURE

Get more from your data, securely.

Holistic security is built into every aspect of Managed Print Services, including its connected tools and analytics, so you can feel confident about being compliant and protected. An integrated combination of client on-premise and Xerox-hosted elements delivers flexibility and connectivity without compromising security.

Xerox Printer Security Audit Service

[2] Device Direct includes proactive supplies monitoring as well as reactive break and fix management.
[3] Xerox Printer Security Audit Service is available for clients with Xerox Device Manager.
  A similar service can also be enabled for clients using Workplace Cloud Fleet Management.

4 Manage services.

Xerox® Services Manager

Who it's for

Service delivery and professional service managers

How it works

Remote web-based access for proactive monitoring and supplies/service incident management

How it helps

Visibility into all incident activities, closed-loop feedback, track any device (including non-Xerox) at any time, any place, time savings through automatic supplies replenishment, accurate asset tracking and optimised device uptime for maximum productivity

PROACTIVE MONITORING

What it can do

- Agentless or bidirectional, secure transmission of data to and from Xerox Device Manager
- Omnichannel Help Desk Incident Management system
- Capability to integrate with third-party client-based ticketing systems such as ServiceNow
- Proactively replenishes supplies using AI-driven algorithms
- Provides closed loop feedback on all incidents (Break/Fix, supplies and more)
- Transmits data to reporting and analytics tools

ASSET MANAGEMENT

What it can do

- Create and manage account configuration and entitlements
- Create and process requests to move, add, change or dispose of an account asset
- Segment large accounts into separate entities for focused business insights
- Track account asset capabilities such as scan, fax, print and apps
- Accurately manage asset and account information updates
- Output asset management data to critical analytics reports, tools and dashboards

Xerox Services Manager

5 View fleet health and take action.

Xerox® Fleet Management Portal

What it can do

- Device connectivity management
- Real-time printer status and meter management
- Integrated service and supplies status
- Submit service requests and supplies orders
- Link to reports
- Access to support links and chat
- Remote diagnostics

Who it's for

Operations managers responsible for ongoing printer fleet operations

How it works

Turnkey setup and configuration for a simple, fleet-wide view at any time with role-based segregation

How it helps

Powerful monitoring and management features make important tasks easier and faster than ever, such as analysing meter reads, checking on ink and/or toner levels and reviewing diagnostics

6 Explore operational trends.

MPS Advanced Analytics

What it can do

- Function-based, global actionable insight all in one place
- See all managed devices worldwide
- Filter by business unit, location or device
- Intuitive drill down capability
- Effortless data export
- 24/7, any time, anywhere access

Who it's for

Site, business, information security and sustainability managers responsible for ongoing fleet operations, performance and optimisation

How it works

- Combines Xerox Services Manager data with print management data to give immediate, global insight into fleet health and performance
- Data is web-accessible 24/7, so you can stay up to speed at any time and from anywhere

How it helps

- Unlocks valuable print data
- Print awareness empowers employees to improve print behaviour and habits
- Improves sustainability
- Fleet availability drives productivity in remote and/or flexible work environments

Engage with Xerox.

Xerox® Services Portal

What it can do
- Share information and manage meters
- Submit service requests and order supplies
- View status of supplies orders
- Access helpful custom content and tools
- "Find a Printer" support for users

Who it's for
End users in enterprise environments

How it works
Customisable portal with multiple panels provides a single, web-based point of interaction for print services and customer communications

How it helps
- Quick, easy access to product and service information
- Technical issues can be tracked and resolved faster
- Surveys provide a tool for feedback
- A single point of interaction means you always know exactly where to go for help

Xerox Services Portal

HARDWORKING INNOVATION

AI, RPA and a suite of intelligent tools that work together to provide a secure, global, integrated system for fleet management. Plus, the confidence that comes from being able to handle whatever comes your way. How's that for turning insights into impact?

With Xerox MPS, innovation is never limited by business location or size. From remote workers to distributed enterprises, our connected tools and analytics are as flexible as your needs.

The right tools for the job.

Efficiency. Security. Productivity. Real results with insights you can act on. Learn more at **www.xerox.co.uk/en-gb/services/managed-print**.

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