



## Printer Fleet Management

- Remote printer monitoring and configuration
- Cost savings and workflow optimisation
- Maximum security on the internet

# Our business is adding value to yours Get in control with Remote Management



**With InterMates printer fleet management you can:**

- Raise day-to-day service
- Proactively deploy service
- Develop additional services
- Do preventive maintenance
- Manage the printer fleet more efficiently

**Raise your service level and get a competitive edge**

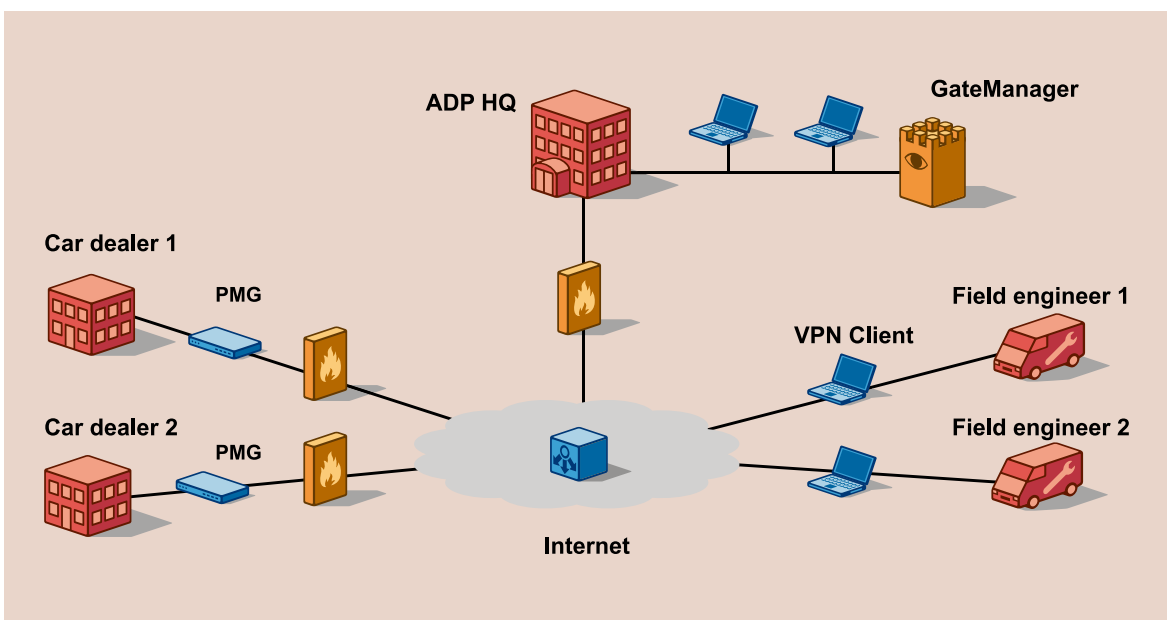
**Remote access to printer fleets is a necessary step towards the ultimate agile enterprise.**

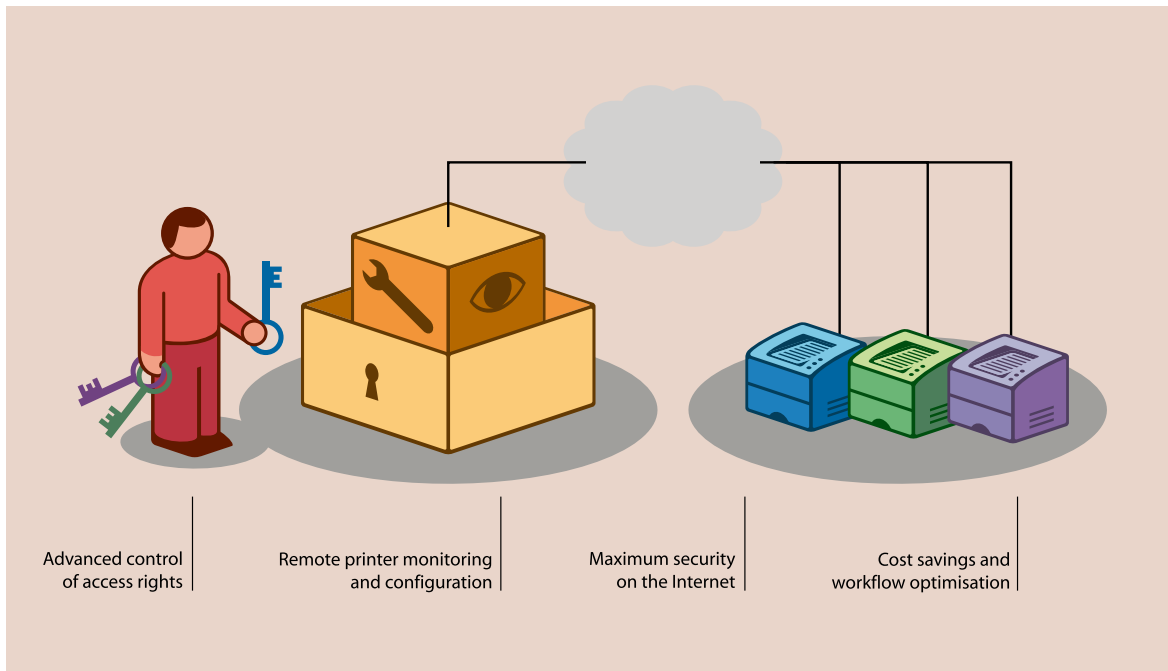
Being able to monitor, support, diagnose and manage intel-

ligent printer devices is a key driver in creating the ultimate resource efficiency. Many derived benefits can be measured both internally and in the vital customer link in terms of customer satisfaction levels.

Remote access is a new kind of secure Internet-based support for remote management of digital multi-purpose devices and laser printers.

## ADP Printer Fleet Management Solution - network configuration





## Interimate's Printer Fleet Management solution embraces the three cornerstones of connectivity

**1.**

### Management

#### Advanced control of access rights

Why is advanced control of access rights important to the business of ADP? Secure access is a vital key to deliver a business promise. ADP has now the opportunity to add and act according to changes in the business environment. ADP can verify any user getting access rights granted by ADP to connect to any client enterprise network.

#### Remote printer monitoring and configuration

Being able to know performance levels and faults in real-

**2.**

### Connectivity

time for a specific intelligent output device brings a proactive approach in play for ADP. By means of GateManager functionality ADP can control information received by the output device. Data mining for intelligent devices becomes a much easier task.

#### Maximum security on the internet

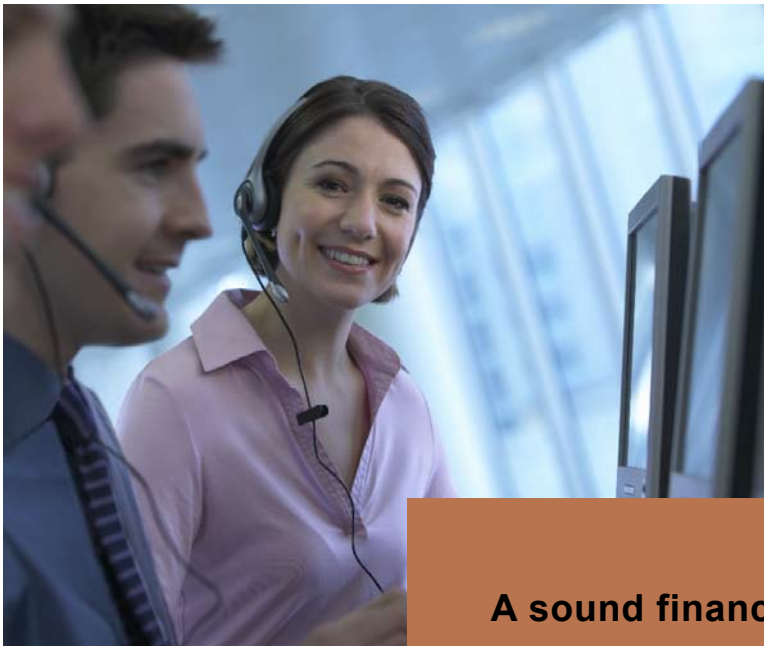
Applying maximum security when bridging any customer between ADP HQ and any given client location has become paramount. Interimate provides security levels approved by NIST.

**3.**

### Printer Control

#### Cost saving and workflow optimization

Interimate's Printer Fleet Management solution can provide ADP with possibilities to save cost and optimise human resources. A vital part in obtaining a lower cost level lies in the unique control of remote output resources. This will lead to an enhanced ability to schedule and roster the service teams.



**“Reduce service calls and save cost”**

**“Create new revenue streams”**

**A sound financial decision**

**Reduce service calls and save cost**

A majority of the cost for a service company relates to on-site service calls. Some - or even many - of these calls are trivial tasks that could be prevented or done remotely, if a proper diagnose was made prior to the visit.

Optimising service tasks relating to service calls will save

cost. Service teams can free up time spend on unnecessary traveling and turn their focus on more revenue generating activities. The table below shows a typical scenario with monitoring of 500 locations.

**New services creates additional revenue streams**

Real-time monitoring opens up new possibilities for gathering information and turning them

into cross-selling and up-selling opportunities. Typical examples of new ways to use the accessible information could be reports on usage, continous evaluation and optimisation of printer fleet and real-time adjusting of settings.

Implementing remote printer fleet management can only be considered a sound financial decision.

<b>Cost savings with remote monitoring</b>		
<b>Locations</b>	<b>Visits per locations per month</b>	<b>Visits per year</b>
500	1	6,000
<b>Visits per year</b>	<b>Average cost per visit</b>	<b>Cost per year</b>
6,000	260 USD	1,560,000 USD
<b>Cost per year</b>	<b>Average cost per location</b>	<b>Savings per location per year*</b>
1,560,000	3,120 USD	21% / 665 USD
<b><i>Savings in total per year 327,860 USD</i></b>		

\*) Source: AFSM International and Intermedium A/S

# 3 scenarios that prove the point

## 1

### Dynamic printer reporting via SNMP

Very important is the fact that Intermate's Printer Fleet Management solution is printer independent and is therefore applicable in a multi-vendor MFP environments, but is also

suitable for lower end printer devices. Via the PMG, each printer device will generate (polling) events over an SNMP connection where all data is gathered in the mandatory

GateManager management system, for possible alert, e-mail notification or other event triggering.

## 2

### Proactive servicing

It is now possible to determine where an error has occurred on the connectivity part with a unique ACM (Appliance Control Module) implemented in the PMG. The ACM will keep track of the communication

status end-2-end and report back to the GateManager accordingly.

The GateManager keeps an updated view of the complete PMG network allowing instant action on status changes. The

GateManager can also keep track on software changes which are needed within the PMG network. This capability is used to proactively gather printer information, e.g. toner status and page count status.

## 3

### Remote field engineer connectivity

The Intermate Printer Fleet Management solution gives an advanced possibility to grant access to verified Field Force Engineer's who can on request or proactively connect to output devices to

start trouble-shooting with the main purpose to give uptime remedy. Another benefit is the diagnostic ability to determine what part must be available when arriving on-site.

# Features

## Management Features

- Real time monitoring
- Device Access Control
- 3rd Party Access Control
- Detailed diagnosis
- Easy configuration
- Supports bulk deployment
- Supports road warrior access

## Connectivity Features

- IP Enabled communication
- High speed communication
- Reliable communication
- AES encryption
- X.509 digital certificate exchange
- Up-link failover support

## Printer Monitoring Gateway Features

- Printer device independency
- LAN / WAN compatible
- Highest security level
- Untouched firewall
- Inside-out event triggering

## Contact details

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