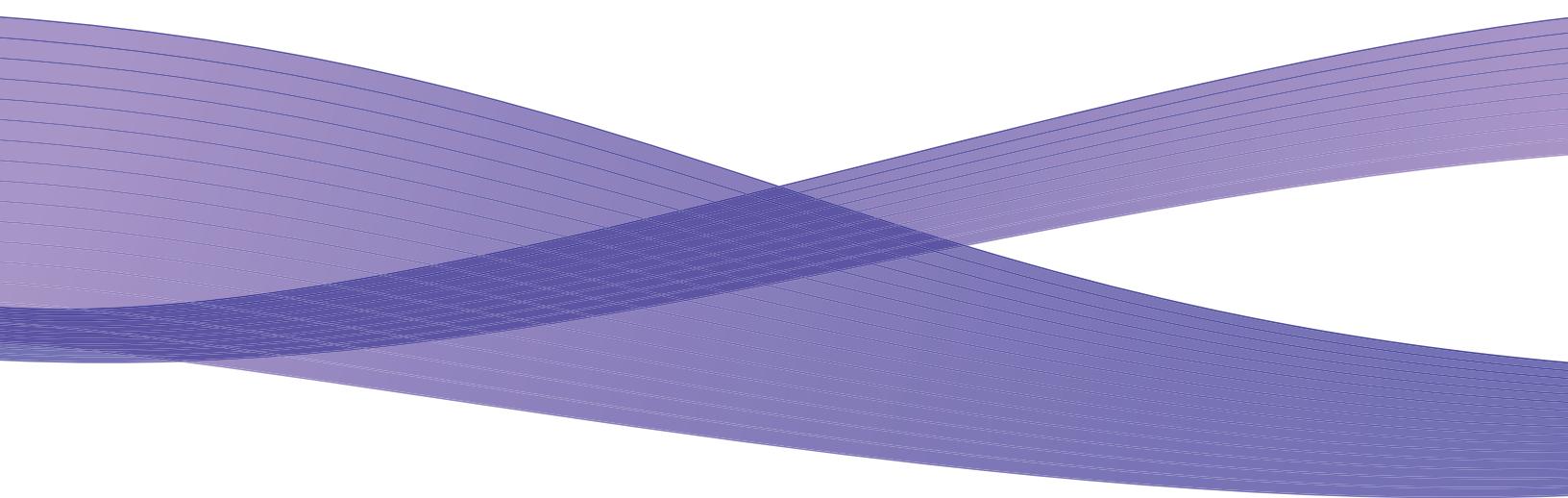


# Xerox® Print Services Technology Suite

## The software that enables benchmark services for your office.



**The Xerox® Print Services Technology Suite** is a platform that combines a full range of tools and proven processes to enable us to effectively manage your output assets and keep them running at peak performance.

## Key Benefits

Xerox® Print Services Technology Suite provides end-to-end management of your output environment. It consists of tools utilizing the software as a service (SaaS) model for device management, print queue management and print driver management, enabling control of office printing across an entire organization, productively and cost effectively.

The results:

- Increased cost savings through control and optimization of assets
- Informed decision-making
- Efficient work processes
- Increased end user and IT staff productivity and satisfaction
- Print control, policy enforcement and education
- Automated supplies management provides optimal device uptime while reducing manual labor and cost.

Our software continually provides automatic notification of device requirements. This enables tracking and reporting on usage of supply distribution throughout your environment, enabling more informed supply management decisions.

Integrated tools for managing multi-vendor output devices provide information when and where you need it. Printer management, incident management and report management services are delivered as an integrated business solution.

With one package, your organization has access to a full range of output device related services and information.

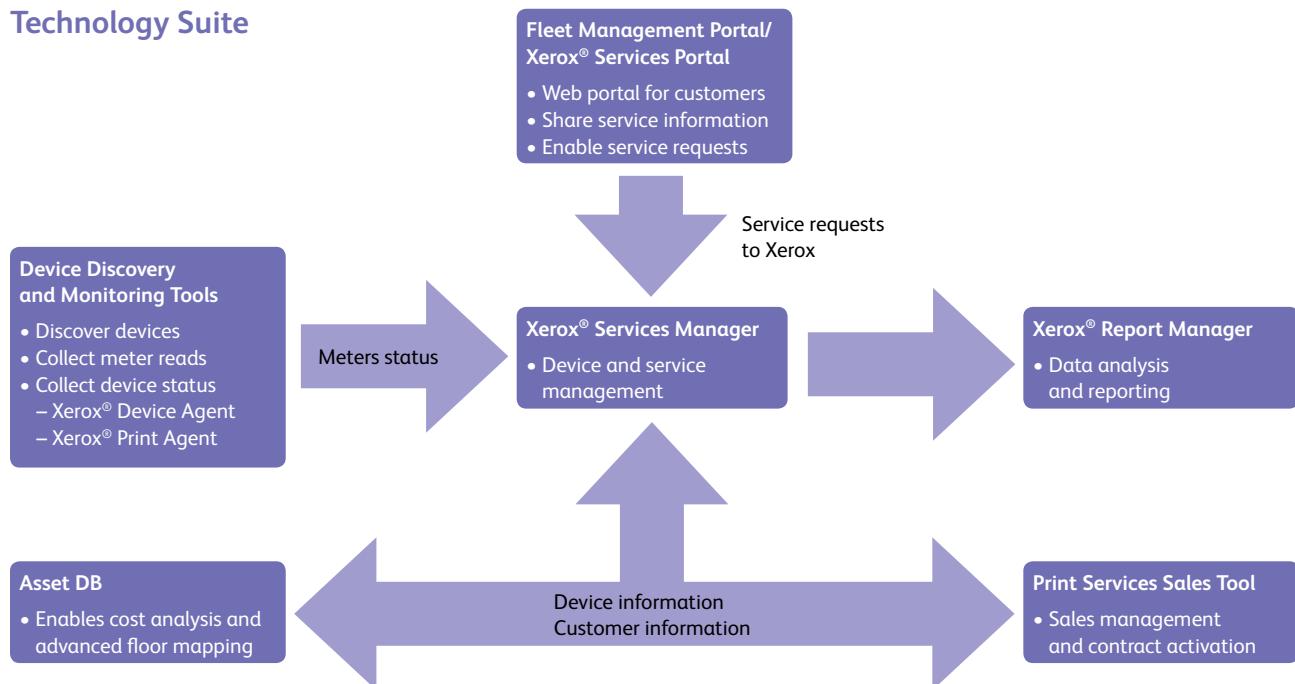
**Management of financials.** Centralized reporting enables line of sight into your output device spend across the business. Tracking and reporting capabilities enable proactive monitoring and management of Service Level Agreements, accessories, cost and lease information, meter collection and utilization.

**Seamless integration.** Xerox® software integrates into your existing environment with minimal disruption to your current workflows or network performance.

This brief overviews each of the tools in the Xerox® Print Services Suite:

Customer Portal	
FMP/XSP	Fleet Management Portal/ Xerox® Services Portal
Sales Management Tool	
PSST	Print Services Sales Tool
Device Discovery and Monitoring Tools	
XDA	Xerox® Device Agent
XPA	Xerox® Print Agent
Assessment and Optimization Tools	
Asset DB	Asset DB
Service Management and Delivery Tools	
XRM	Xerox® Report Manager
XSM	Xerox® Services Manager

## Technology Suite



## Fleet Management Portal/ Xerox® Services Portal

Enabling communication with clients is key to offering a good managed print service. Xerox offers a customer web portal to enable information-sharing between managed services personnel and client users and administrators.

- See detailed information on the status of each print device
- Request supplies or service and submit meter reads
- See the status of a supplies or service request—no more wondering if service has been called
- Share documents

## Xerox® Print Services Sales Tool

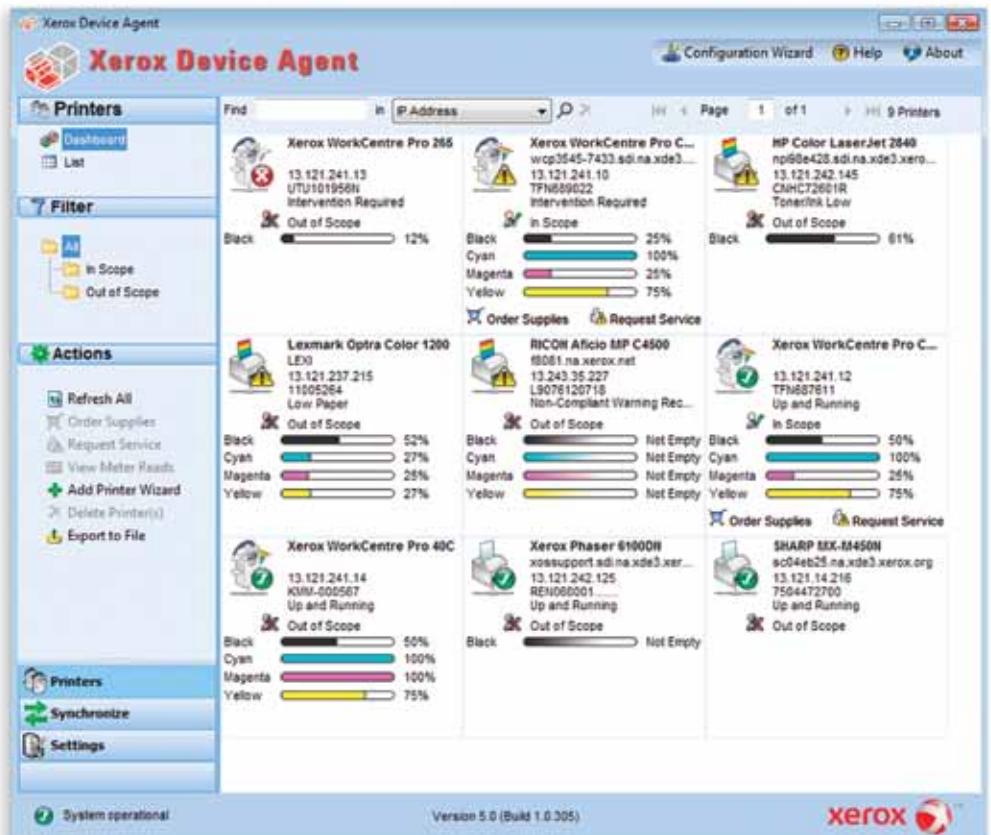
Xerox® Print Services Sales Tool is a web-based tool that enables sales management and facilitates contract activation.

- Provides an interface for full tools suite integration
- Supports step-by-step assistance and reporting through an entire sales engagement process
- Enables easy download and install of discovery tools
- Account management information on service performance implementation
- Provides data on the services and price plans available for a client

## Xerox® Device Agent

Xerox® Device Agent is a Microsoft Windows® device management client that uses Microsoft SQL CE® technology. Xerox® Device Agent provides automated device meter, supplies and status retrieval and submission to Xerox® Services Manager and proactive alert monitoring for automatic incident creation and problem resolution.

- Easy and powerful device management user interface
- Local alerts in the form of pop-ups on the local system or email



Vendor Neutral Device Discovery and Monitoring. Xerox® Device Agent can identify all print output devices operating on the network—regardless of manufacturer. Its discovery capabilities then collect an extensive list of device properties including serial number, firmware level, color capacity, network address and more. This information is automatically collected and input into the XPS system, eliminating time and travel involved with manual data collection. The Xerox® Device Agent dashboard clearly displays key device data.

- Local device management
- Auto-upgrade capability
- One-click access for supplies re-ordering, service requests and viewing meter data
- Multi-vendor device support when compliant with SNMP and printer MIB standards
- Configurable device search and status polling intervals
- Simple 23 MB file that can be installed on any modern Windows PC

## Xerox® Print Agent

Xerox® Print Agent is a tool installed on each client PC and enables the tracking and monitoring of non-networked, locally attached devices.

- Local device discovery
- Local device meter read
- Local device toner management (varies by vendor)
- Local device support management (varies by vendor)

## Asset DB

Asset DB is a powerful Windows-based software that can be run on a tablet PC. This tool helps clients visually represent their existing technology and volume on their floor plans, enabling informed decisions about potential replacement products for expensive, unreliable or underutilized devices.

- Collects data from Xerox® discovery tools
- Matches devices to industry data for detailed cost, environmental and performance data analysis
- Advanced floor mapping of devices—including the capability to model walking distance
- Complete optimization engine showing the impact of change in real time on financial, usability and environmental metrics
- Reports user data—such as volume printed per user, color versus black and white and devices chosen

## Xerox® Report Manager

Xerox® Report Manager is a data warehouse where customer and supplier operations can slice, dice and drill down to ensure services metrics are achieved.

- Data warehouse to aggregate cost, productivity, performance and demand characteristics
- Comprehensive and repeatable reporting tool with standard reports to illustrate key service performance criteria in real time
- Fully configurable report schedule engine to automate report creation and distribution supporting multiple output formats including Excel, XML, Word, PDF and CSV
- Easy to use—built with familiar Microsoft® components

## Xerox® Services Manager

Xerox® Services Manager is a consolidated asset database for all service-related financial information, device usage, supplies inventory management, cost tracking and reporting. This end-to-end incident management system provides service level management and reporting.

- Asset lease and depreciation
- Utilization and uptime reporting
- Supplies tracking
- Non-connected printer tracking
- Rich location and mapping for assets
- Asset inventory and history tracking
- Budget center and organizational ownership of assets
- Entitlement and contract
- Meter volume tracking and validation
- Remote device management of Xerox® Device Agent Clients
- Incident tracking (break/fix, supplies, move/add/change, install and procure, retire and upgrades)
- Services delivery management (who, what, when, where and for which asset)
- Call escalation tracking
- Automated ticket generation for printer faults

To learn more about Xerox® Print Services, please contact your Xerox Representative or visit us at [www.xerox.com](http://www.xerox.com)