



The management of print
is easier with the right tools.

Remove complexity. Add results.

The Xerox® Partner Print Services Technology Suite is an integrated platform of software tools and proven processes that keep print environments of all size running at peak performance.

We've made the investment so you don't have to.

Xerox® Managed Print Services (MPS) technology enables real results—year after year. Our integrated suite of tools and processes gives both partners and customers immediate ways to significantly simplify the business of managing print.

Xerox® Partner Print Services Technology Suite provides end-to-end management of your managed print service, starting from the sales pipeline and spanning through the MPS lifecycle. It consists of tools that utilize the software as a service (SaaS) model to help cost-effectively manage office printing across an entire organization. Insightful assessment and optimization throughout help reduce print costs and support your sustainability initiatives.

Our private cloud-based software also supports multivendor print devices and provides a comprehensive view of operating performance, trends and opportunities for improvement. Ongoing analysis and reporting helps you take control of information and turn print data into results-driving actions, all while managing everyday concerns such as productivity, mobility, security and sustainability.

Integrate with market leadership.

These advanced tools—designed specifically for delivering MPS—can integrate into your existing infrastructure without disrupting workflows or network performance.

With one package, your organization has access to a full range of managed print services and information, as well as the market leadership and support from Xerox.

Partner and Customer Portal

Fleet Management
Portal

Sales Management

Xerox® Print Services
Sales Tool

Device Discovery and Monitoring

Xerox® Device
Agent

Assessment and Optimization

Asset DB and Xerox®
CompleteView® Pro

Service Management and Delivery

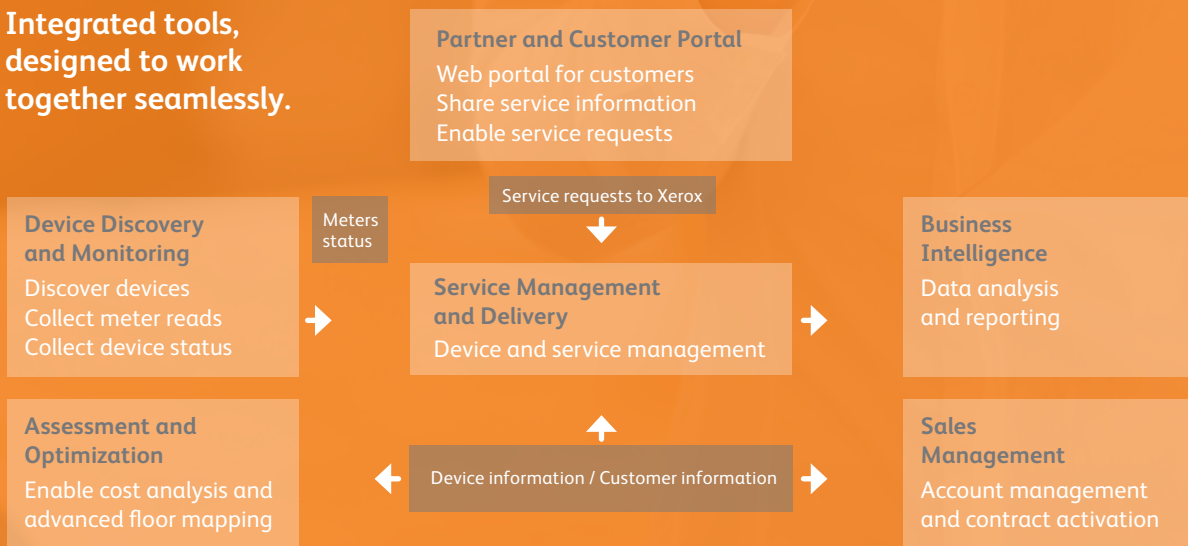
Xerox® Service
Manager

Business Intelligence

Xerox® Business
Intelligence Portal



**Integrated tools,
designed to work
together seamlessly.**



Tightly integrated tools help simplify your management of high-value print services throughout each customers' lifecycle.

Fleet Management Portal

Supporting communication with customers is key to offering a good managed print service. Xerox offers a Web portal to enable information sharing between partners, customer users and administrators, which includes:

A convenient dashboard that identifies any devices that need attention, such as non-communicating devices

Customization capabilities that let you configure the view your customers see.

Supplies and service requests; meter read submissions

The status of a supplies or service request

Simple supplies purchase on a transactional basis from a Distributor

Document sharing

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 installation of discovery tools

Provides 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 device management customer 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. Xerox® Device Agent provides:

Easy and powerful device management user interface

Local alerts in the form of pop-ups on the local system or email

Local device management

Auto-upgrade capability

One-click access for supplies re-ordering, service requests and viewing meter data

Multivendor 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 or Apple Mac®

Apple Mac® Platform support utilizing the Parallels Desktop for Mac hardware emulation software.

Ability to be branded with partner logo

Asset DB

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

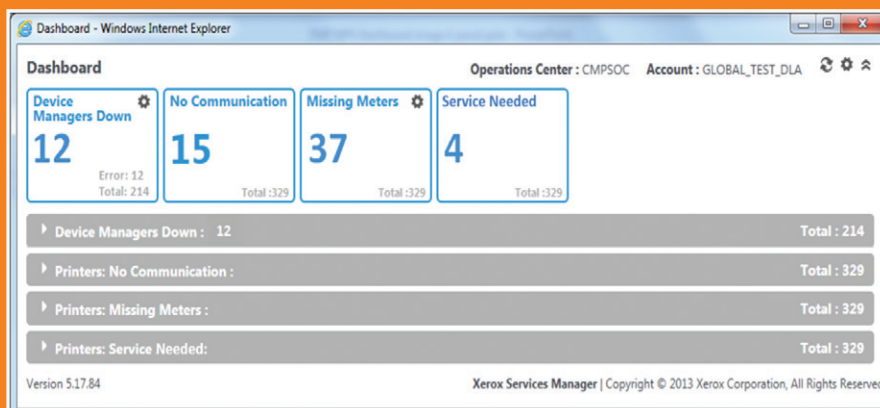
Collects data from Xerox® Device Agent discovery tools

Matches devices to industry data for detailed cost, environmental and performance data analysis

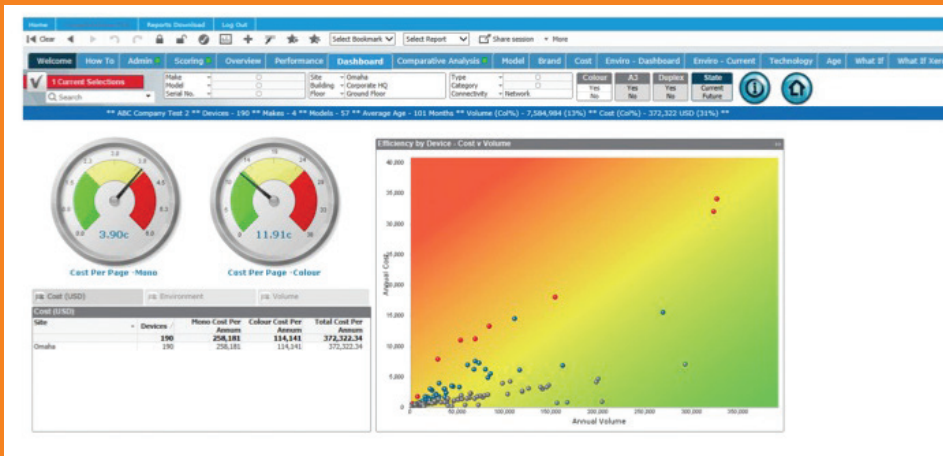
Provides advanced floor mapping of devices— including the capability to model walking distance

Offers a 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



The new Managed Print Services Fleet Management Portal Dashboard has been designed to provide visibility for priority actions that you need to perform. It provides feedback on Xerox® Partner Print Services elements such as Device Agents down, devices not communicating, devices without Meter Readings, and Service Needed.



Xerox® CompleteView Pro dashboard shows cost per page, black and white, color, cost per site, device cost/volume.

Xerox® CompleteView® Pro

Xerox® CompleteView® Pro is a Web-based application that provides an interactive, easy to use graphical interface to display and analyze information obtained during an assessment. Illustrative charts and graphs help analyze the cost and usage of your print environment simplifying print analysis. Xerox® CompleteView® Pro provides you with a comprehensive understanding of your print environment including the following:

- Total cost** of ownership
- Device utilization** and user-to-device ratios
- The age** of each device
- Information** about single devices or group of devices in categories, for example by manufacturer, by location or by class of device (printer, A3 MFD etc.)
- Devices** that are driving up costs—perfect for quickly identifying replacement opportunities
- Sustainability metrics** that show the environmental impact of device type including power consumption, CO2 emissions and tree consumption
- The ability to create** what-if scenarios

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 can be configured to support service level management and reporting for proactive and reactive supplies and break/fix incidents. Xerox® Services Manager includes:

- Asset lease** and depreciation
- Utilization** and uptime reporting
- Supplies** tracking
- Non-connected printer** tracking
- Robust** 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 customers
- 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

Xerox® Business Intelligence Portal

Xerox® Business Intelligence Portal is a cloud application that gives partners access to actionable insights for Assets, Volumes, Supplies and Service Tickets, SLA Performance & Client Business Reports that can be shared with customers off-line. It includes:

- Standard and customizable reports**, supporting customer business reviews
- Dynamic graphical charts** that display costs, productivity, performance and usage characteristics
- Automatic report creation and distribution** supporting multiple output formats including Microsoft® Excel®, PowerPoint® and pdf

Managed Print Services API

Our Managed Print Services API toolkit enables partners to develop the integration between Xerox® MPS tools and your own tools and systems, simplifying functions such as client billing and help desk/incident management administration. It:

- Automatically** retrieves each customer's billable meters from Xerox Service Manager directly into your billing system
- Synchronizes** MPS incidents in Xerox® Service Manager with your help desk tool
- Achieves** increased back office productivity through billing system integration
- Reduces** billing errors vs. manual processes and enables Partner-provided Level 1 Help Desk functions
- Improves** customer satisfaction

For more information contact your Xerox Partner Manager.