# Managed Print Services (MPS) Solution

Fuji Xerox's eAssist offering is a suite of managed services for your office requirements. It will provide you with greater control of your document output devices by enabling better fleet management. This in turn will bring about increased staff productivity and cost reductions.
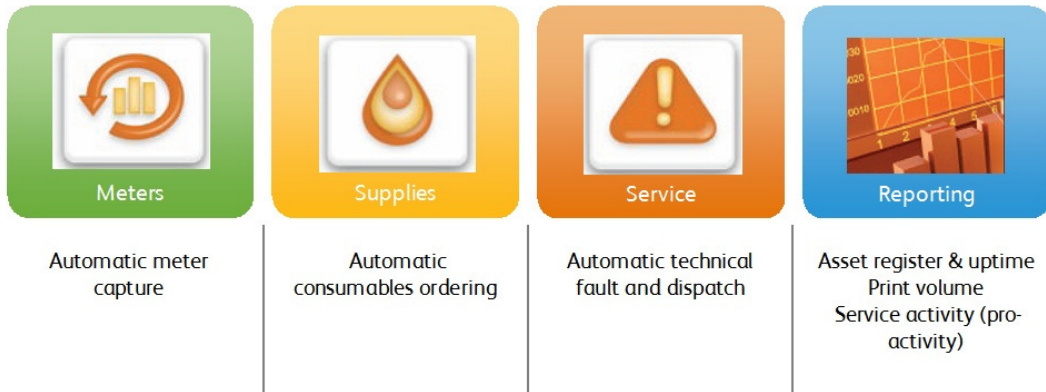


| Meters | Supplies | Service | Reporting |
|---|---|---|---|
| Automatic meter capture | Automatic consumables ordering | Automatic technical fault and dispatch | Asset register & uptime Print volume Service activity (pro-activity) |

**Figure 1.** Our eAssist suite of services will help manage your total printing and imaging environment, end to end

eAssist Features

**Automatic Meter Capture**: Managed by Fuji Xerox, accurate meter reads will be submitted automatically, eliminating the need to manually check device usage. This will free your staff of time-consuming meter collection and submission activities.

**Proactive Incident Alert**: For real-time problem resolution, eAssist will provide remote, end-to-end incident management. We will monitor networked devices to help ensure they are up and running and ready for use. Potential issues are normally identified prior to occurring. This in turn will allow for proactive action thereby ensuring maximum device availability, with minimal user intervention.

**Proactive Consumables Management**: We will automate the supplies replenishment process by proactively alerting you when supplies reach pre-determined levels – and then re-ordering to help ensure that you never run out.

**Asset Reporting:** Through real-time asset management, we will deliver information on the performance of your office environment empowering you to make informed decisions in infrastructure management and improvement. These reports will include key aspects of equipment usage, performance and service delivery.

**Key Customer Benefits:**

eAssist will deliver the following benefits in the management of your networked document output environment:

| eAssist Benefits for you | Details |
|---|---|
| **Single Point of Management** | Central collection point for meter data will provide you with a complete view of your enterprise |
| **Automated Supply Tracking and Reordering Capability** | End-to-end supply and just-in-time inventory management through continuous device monitoring |
| **Minimised Down time** | Faster problem response and issue resolution through automated alert features |
| **Optimised Costs** | Cost benefits through a centralised approach and enterprise-level view of your printing environment |