



Xerox[®] Partner Print Services

Channel Partners print management is easier
with the right tools.

Remove complexity. Add results.

Xerox® Partner Print Services uses an integrated suite of software tools and proven processes that keeps print environments of all sizes running at peak performance.

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

Xerox® Managed Print Services (MPS) 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 provides channel partners with 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 secure 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 help you take control of information and turn print data into results-driving actions for your customers, all while managing their 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 market leadership and support from Xerox.



PARTNER AND CUSTOMER PORTAL

- Xerox® Fleet Management Portal



SALES MANAGEMENT

- Managed Print Contracting Tool
- Print Services Sales Tool



DEVICE DISCOVERY AND MONITORING

- Xerox® Device Agent
- Device Direct



ASSESSMENT AND OPTIMIZATION

- Asset DB and Xerox® CompleteView® Pro Software



SERVICE MANAGEMENT AND DELIVERY

- Xerox® Fleet Management Portal
- Xerox® Services Manager
- Xerox® Support Assistant App

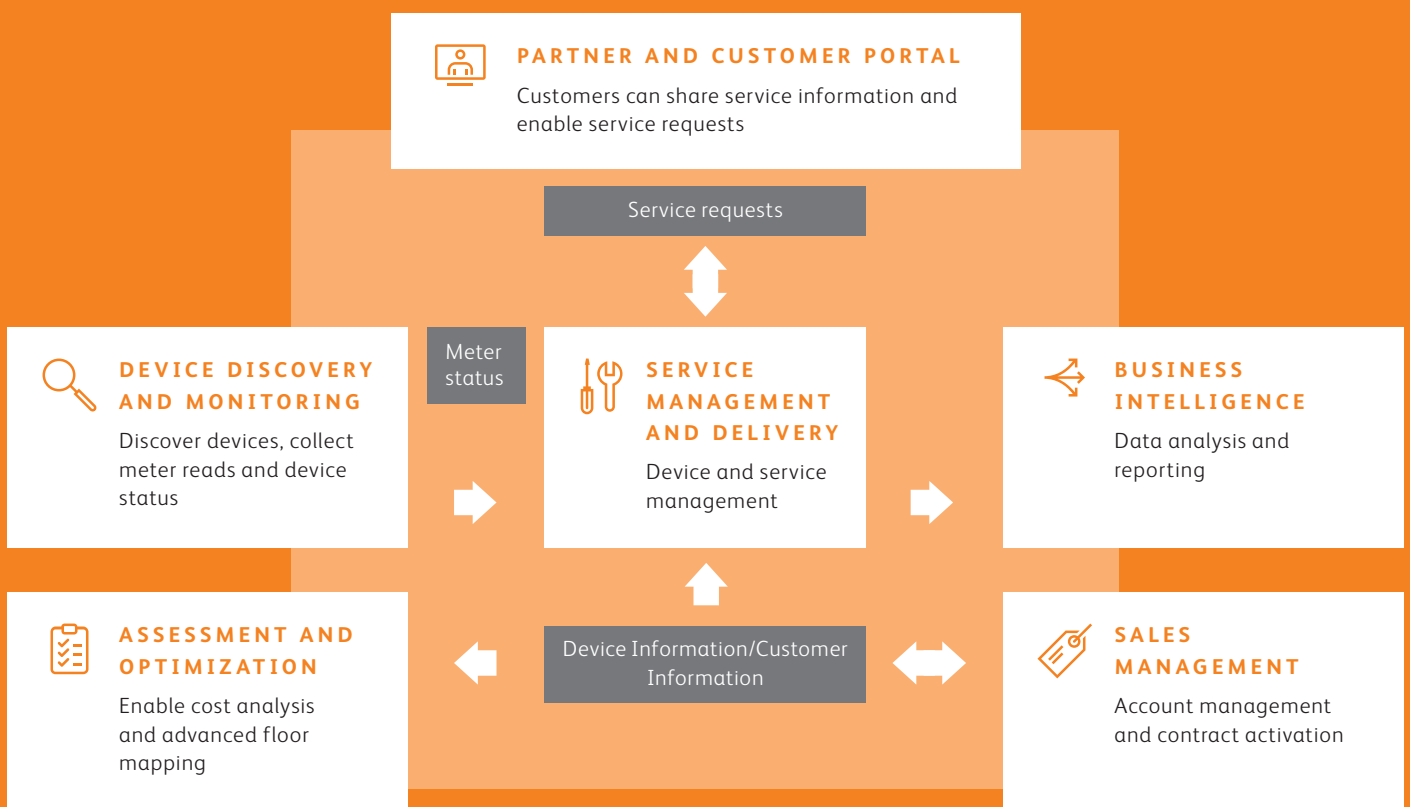


BUSINESS INTELLIGENCE

- Xerox® Report Manager
- Business Intelligence



Integrated Tools Designed to Work Together Seamlessly



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



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® 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. It includes:

- 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
- Status of supplies or service requests
- Simple supplies purchase on a transactional basis from a distributor
- Document sharing



PRINT CONTRACTING AND PRINT SERVICES SALES TOOLS

Managed Print Contracting Tool and Print Services Sales Tool are Web-based tools (based on a region) that enable sales management and facilitate contract activation:

- Provide an interface for full tools suite integration and the purchase of contracts
- Support step-by-step assistance and reporting through an entire sales engagement process
- Enable easy download and installation of discovery tools
- Provide account management information on service performance implementation
- Provide real-time data on the services and price plans available for a customer



XEROX® DEVICE AGENT

Xerox® Device Agent is a device management tool 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
- Access to supplies re-ordering data, service requests and meter data
- Multivendor device support when compliant with SNMP and printer MIB standards
- Configurable device search and status polling intervals
- Lightweight program 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

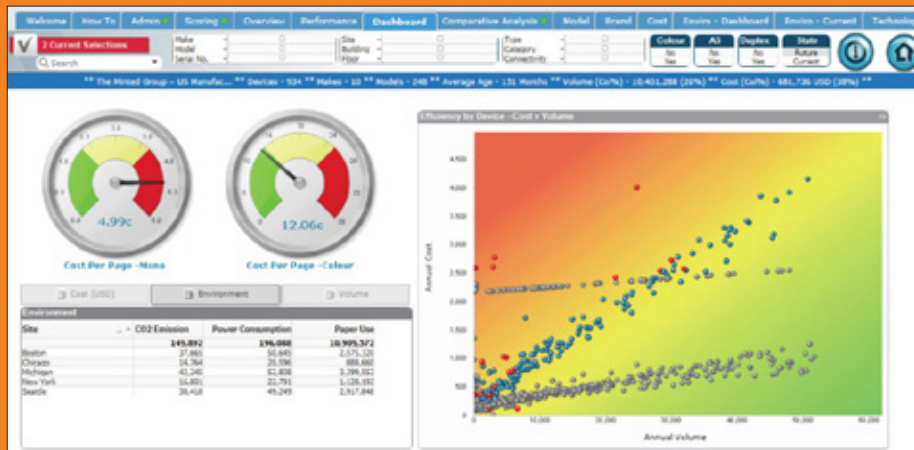


DEVICE DIRECT

Device Direct is an alternative to Xerox® Device Agent and does not require an on-site server. Device Direct is a software module that is embedded within the product to maintain a secure point-to-point connection between the device and Xerox. Device data collected is encrypted at the source and transmitted via an encrypted channel to keep information highly secure. Device data communicated regularly to Xerox includes performance data, usage data and configuration data. Customer image data or personally identifiable information is never sent to Xerox. Device Direct provides:

- Automated device meter reads
- Automated supplies replenishment
- Reactive service for incident resolution

Delivering Information at the Point of Need



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



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. The tool:

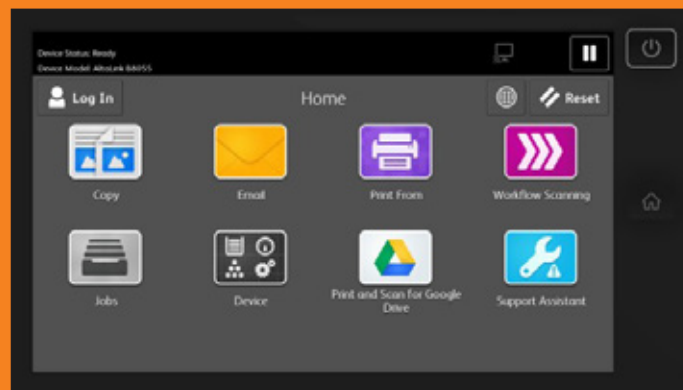
- Collects data from Xerox® Device Agent discovery tools
- Matches devices to industry data for detailed cost, environmental and performance data analysis
- Provides advanced floor mapping of devices—including the capability to model walking distance
- Offers a complete optimization engine showing the 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



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
- 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
- Ability to create what-if scenarios



Support Assistant provides valuable information when and where customers need it, significantly reducing problem resolution calls.



XEROX® SUPPORT ASSISTANT APP

With the Xerox® Support Assistant App, customers can easily see the status of common service and supply order incidents right on the Xerox® ConnectKey® user interface without calling a help desk. Support Assistant uses several MPS tools to provide clients with up-to-date:

- Supplies tracking information
- Improved productivity
- Peace of mind knowing incidents are being resolved

The Xerox® Support Assistant Installer makes it easy to deploy the app across a fleet. With this installation process, Xerox® ConnectKey® Technology-enabled devices are automatically discovered—enabling you to install to many machines at once without inputting IP Addresses, saving time and resources.



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® REPORT MANAGER

Xerox® Report Manager is a powerful Web-based application that allows you to create, manage and deliver reports for employees and customers. This tool uses the latest Microsoft® Web technologies to extrapolate key data from related applications so that you can analyze and deliver reports on cost, productivity, customer satisfaction, quality metrics and more. Xerox® Report Manager includes:

- Familiar Microsoft technologies to provide users with more control, flexibility and ease of use
- Reporting models to assist teams in managing the customer environment and identifying new revenue opportunities
- Standardized and custom reporting that evaluates data against common metrics and across multiple accounts
- Comprehensive and repeatable benchmark reporting to build strong partnerships with customers and renew accounts
- Secure access to the Xerox® Report Manager site, reports and data
- Simplified report creation and management
- User-friendly methods to navigate, subscribe to and manage reports for end-users



BUSINESS INTELLIGENCE PORTAL

MPS Business Intelligence Portal is a cloud application that gives partners access to actionable insights for Assets, Volumes, Supplies and Service Tickets, SLA Performance and Client Business Reports that can be shared with customers offline. 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 versus manual processes and enables Partner-provided Level 1 Help Desk functions
- Improves customer satisfaction

For more information, visit [**xerox.com**](https://www.xerox.com).