

# EP-BB enabling Smart Remote Service

## The Choice of Intelligent Businesses



# Top Quality Service, from a Distance

**EP-BB enabling Smart Remote Service** ensures your Fuji Xerox device functions at optimum performance levels, maintaining device health while keeping your business running. The service proactively alerts Fuji Xerox to predicted performance issues, managing them before they can cause operational disruptions.

**The Benefits are Worth It.** **EP-BB enabling Smart Remote Service's** proactive and predictive features take care of Fuji Xerox device maintenance and performance, empowering you to focus on your business needs.



**Increased productivity** Smart and proactive alerts\*\* mean less administrative time wasted on manual checking and consumable stock management.



**Maximum performance** Automatic health checks ensure your Fuji Xerox device performs at its optimum functionality at all times.



**Predictive service** Fault alerts and diagnostic data are automatically sent to Customer Support specialists, who will promptly call to provide solutions.



**Maximised uptime** Accelerated resolution response and timely consumable replenishment to ensure smooth business operations.



**Smart reports** Green Reports or Comprehensive Monthly Reports^, for detailed device usage statistics and environmental impact.

\*Available on select Fuji Xerox models only.

^Fixed Internet connection, proxy server, firewall, and other system requirements to be provided by customers.

# One Secure Platform, Three Smart Pillars

**EP-BB enabling Smart Remote Service** relies on three pillars for better device health.



## CONNECT

### SECURED CONNECTIVITY PLATFORM

Seamless one way communication between your Fuji Xerox device and our data centre, to analyse diagnostic data and solve performance issues.



## MAINTAIN

### PROACTIVE TOOLS

Automatic fault alerts, billing meter reading, and firmware updates.

### CONSUMABLE REPLENISHMENT\*\*

Proactive consumable alerts prompt when consumables are running low, while predictive functions\* forecast with precision the date consumables will run out. Like-for-like consumable replacement for high-volume and high-coverage devices\* is available.

### DIAGNOSTIC DATA

Device information automatically sent to Customer Support helps to solve malfunctions and analyse device health.

### PREDICTIVE FEATURES\*

Artificial Intelligence and Trace Quality Management System use advanced analytics and hundreds of sensors predict performance issues, managing them before they occur.



## REPORT

### GREEN REPORTING

Monitor print/scan/fax usage, service history information, energy usage, and environmental impacts of your device.

### COMPREHENSIVE MONTHLY REPORTS\*

Get a better understanding with detailed summaries of device health status, service activity, consumable usage, and other relevant high-level information.

## Celebrating Customer Success

**EP-BB enabling Smart Remote Service** is trusted by many businesses in Asia Pacific region. Below is just one success story!

**Challenge** A large company in Taiwan (with 237 office branches and 2-3 multifunction devices per branch), found it challenging to coordinate device maintenance and consumable replenishment without causing disruptions.

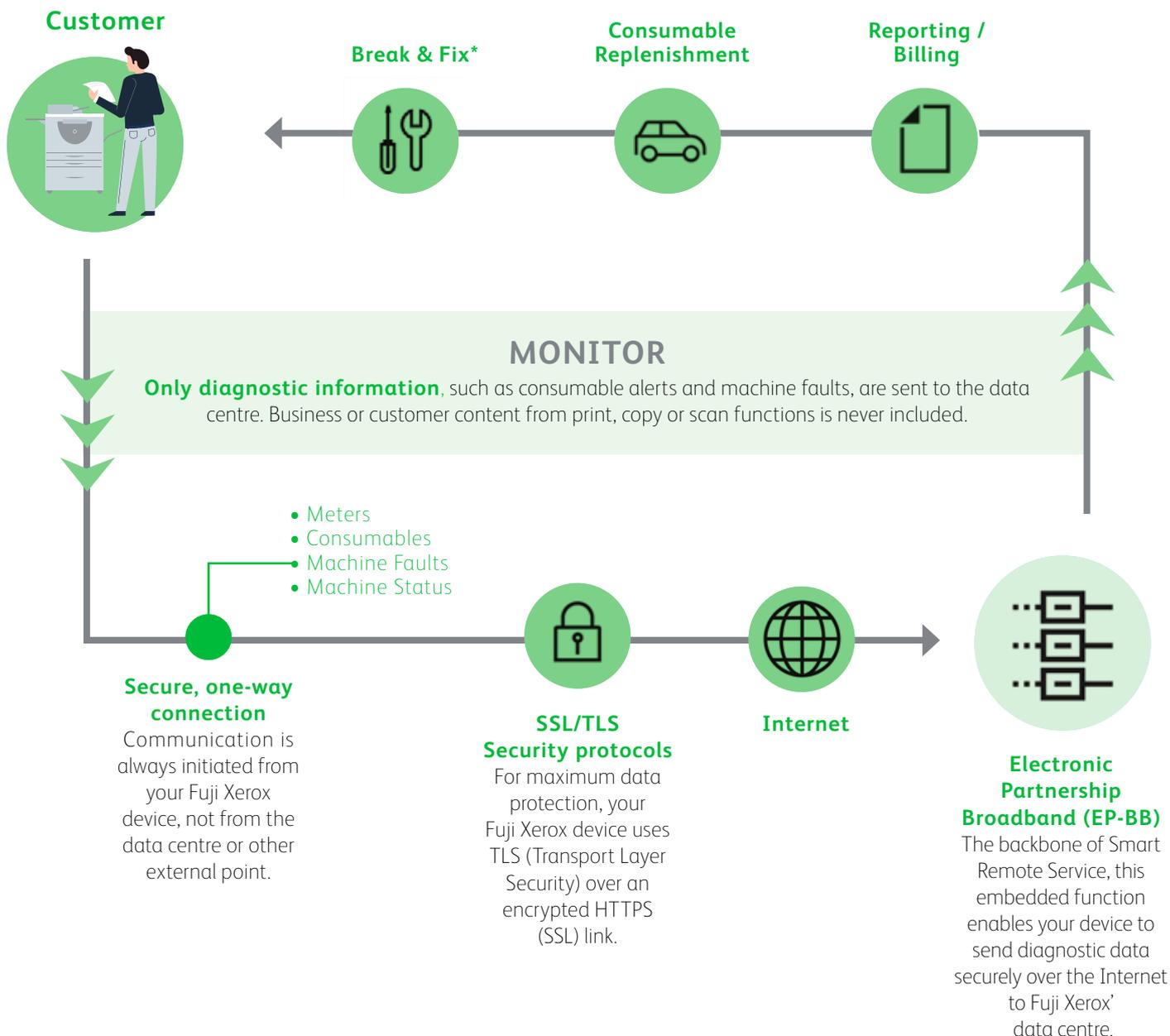
**Solution** The company implemented **EP-BB enabling Smart Remote Service**. The proactive features made it easy to manage device maintenance and consumable replenishment across their large fleet of devices.

**Benefits** Thanks to **EP-BB enabling Smart Remote Service**, the company experienced: decreased expenses associated with meter readers; no billing delays; better control of machine usage, toners and other consumables; minimal disruptions; and improved efficiency with less manual effort.

\*\*Please note that your toner status will remain low while the system processes your consumable order for devices monitored by TQMS and EP Gateway.

# Security at its Core

**EP-BB enabling Smart Remote Service** is created out of Fuji Xerox's commitment to security. We built in security features at every point, to protect your business information and keep processes running safely and smoothly.



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**For Your Safety**  
Before using the product, read the Instruction Manual carefully for proper use. Use the product with the power source and voltage specified. Be sure to establish ground connection. Otherwise, electronic shock may result in the case of a failure or short circuit.

For more information or detailed product specification, please call or visit us at

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