

printerRx™ Print Fleet Management Solutions

Printer Lifecycle Management

printerRx provides a choice of solutions which address your corporate printer fleet management issues. printerRx monitors network devices to help corporations and managed service providers automate printer management tasks, identify printer problems, create service tickets, schedule printer maintenance & quantify total cost of printing – ultimately to optimize the network printing & reduce costs.

printerRx offers the 4 following solutions to meet you fleet management needs:

printerRx™

printerRx tracks all printer activities necessary for on-site management of a corporation's printer fleet. Metrics include meters, costs, service, supplies, alerts, vendors, and financials. Stores years of printing activity data for charts, trends, and strategy analysis.

Designed for: on-site printer fleet management for large installations

rxpress

Pre-configured with no software to install. Useful for small sites, quick audits, collecting meter reads, and quotes for managed print services. The cost effective solution!

Designed for: quick meters, small installations, roll-up to printerRx MSP

printerRx™ MSP

PrinterRx MSP gives the Print Service Provider a tool to centrally manage all customer sites and installations. You are able to view each site as a stand alone or as an aggregate view of all your client installations where you can manage the service tickets and your service technicians.

Designed for: Managed Service Providers and Local, Regional, National, or Global Corporations

pDesktop

Add-on module to printerRx which tracks desktop printers and user printing statistics.

Designed for: tracking parallel attached printers, tracking user printing

Device Information Collected with rxpress

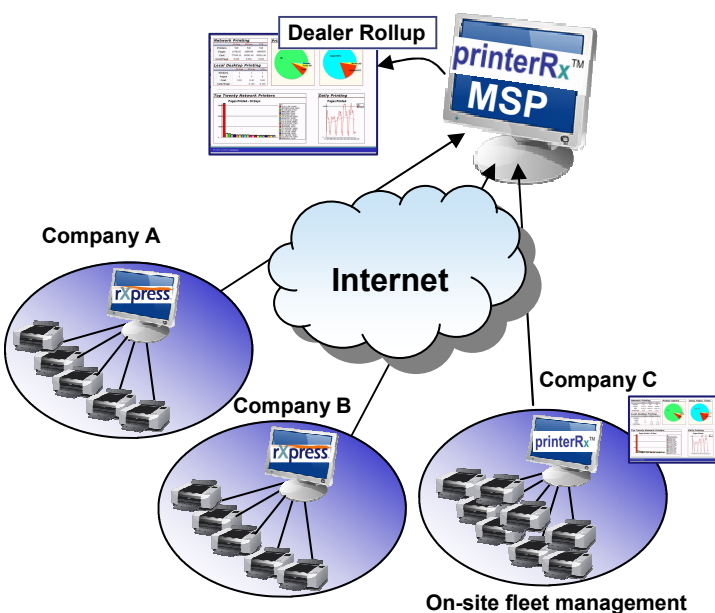
MAC address	Location
IP address	Device Status
Serial number	Alerts
All meters—scan/copy/bw/c	Toner level
Manufacturer	Model

Fleet Management Information with printerRx

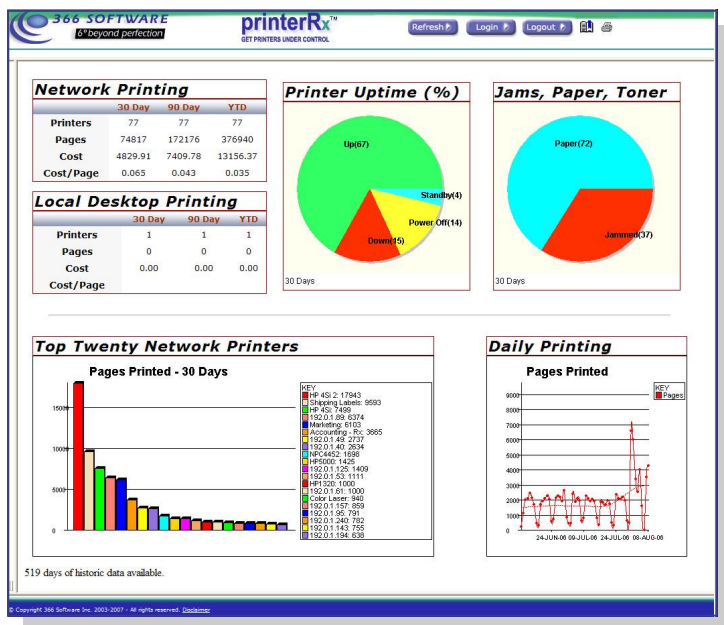
Inventory	Pages printed
Corporate dashboard	Printing costs
Printer ranking	Uptime/downtime
Graphs & Charts	Supplies
Service records	Toner yields/discards
Maintenance scheduling	Lease/purchase financials
Vendors	Alert resolution time
Printer Grouping	Cost centers

Managed Service Provider Information with MSP

Central View	Pages printed
Client drilldown	Printing costs
Printer ranking	Uptime/downtime
Service Tickets	Graphs & archive



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Key Benefits

Saves Money:

- ☑ Reduction in printing costs
- ☑ Automatic monthly meters

Saves Time:

- ☑ Operator time savings with rapid problem resolution & focus on critical events
- ☑ Real time device alerts

Improves Service:

- ☑ Priority events handled first
- ☑ Reduces trouble tickets

Increases Productivity:

- ☑ Employee productivity increases with device uptime

Planning Tool:

- ☑ For managed service quotes & proposals
- ☑ To identify and quantify costs of problem printers
- ☑ For corporate print strategy decisions

Printer Fleet Objective

- Quick Audit – quantify devices & usage
 - Manage small site
 - Collect meters
 - Collect printer metrics
 - Upload to MSP
 - Information for quote/pricing for managed print service
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- Dashboard overview of all corporate printers
 - Snapshot of Corporate printing, printer alerts, uptime
 - Total Cost of printing
 - Historical comparative analysis
 - Manage contracts & vendors
 - Schedule maintenance
 - Track device swaps
 - Manage print supplies
 - Automate supply ordering
 - Current device status & toner levels
 - Send automated service requests
 - Printer fleet analysis & strategy assessment
 - Trend analysis of corporate printing, yields, costs, alerts, downtime
 - Inventory Financials & Contracts
 - Stand alone or Upload to MSP



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pDesktop

printerRx MSP

- Track desktop printers
- Track user printing

- Manage multiple corporate locations
- Dashboard view of all sites managed
- Automatic supply ordering
- Manage Service Tickets & Schedule technicians
- Centrally manage multiple sites in Managed Service environment

Highlights

- Easy to use
- Rapid Discovery
- Corporate snapshot
- Branding of interface available

Technical Specifications

Operating Systems

Windows 2000 or higher

Database

Oracle embedded in printerRx & printerRx MSP

Browser

Internet Explorer 6.0 or higher
Netscape Navigator
Opera

ORACLE PARTNER

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