UTAX FLEET SERVICES (U.FS)

A cloud based solution designed for remote maintenance on UTAX devices

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A cloud based solution designed for remote maintenance on UTAX devices to optimise your service processes and make savings on service costs while providing proactive support for end users.

This unique cloud based system is designed to allow you to remotely manage the service control of UTAX devices.

Designed to optimise processes and improve efficiency for service departments, it reduces the deployment of field technicians, whilst providing proactive support for your customers.

Maximise efficiency, minimise costs and increase customer satisfaction.

Remote Maintenance Service

- Fast response times
- Quick repairs
- Reduce onsite visits

Sales/Service support by visualisation

- Dashboard / Reports
- Optimised service
- Efficient maintenance operation

Preventive service by data analysis

- Analyse device data
- Reduce downtime

Support automatic workflow

- Automatic workflow for billing, toner delivery and service dispatch

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U.FS is a powerful, web-based service designed to perform remote maintenance on your customers' fleets, receive direct device notifications and quickly identify issues that need attention. Remotely troubleshoot key maintenance tasks on your UTAX devices. You can also perform firmware upgrades and setting adjustments.

Hosted in the cloud this solution enables UTAX Partners and their service staff to view device status, quickly and easily identify and respond to issues and undertake key maintenance task, all from any location.

Compared to regular fleet management solutions U.FS goes far beyond the normal device monitoring and is the best fit for UTAX devices with the technology embedded in all devices as they leave the factory.


Reduce downtime and improve your productivity

Carrying out essential monitoring and maintenance on a whole fleet of MFPs and printers, whilst necessary to ensure maximum efficiency, can be a time-consuming and costly process. Any delay in recognising vital issues and maintenance needs can lead to increased device downtime, while relying on reactive, on-site servicing can cause maintenance costs to spiral out of control and customer satisfaction to decrease.
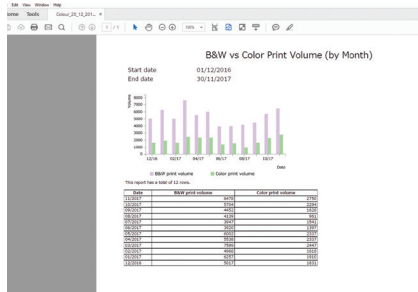
The complete solution for remote maintenance

The system's core features enable web-based monitoring of all devices in your fleet, while enhanced functions give you the freedom to perform troubleshooting and maintenance of UTAX devices remotely, such as:
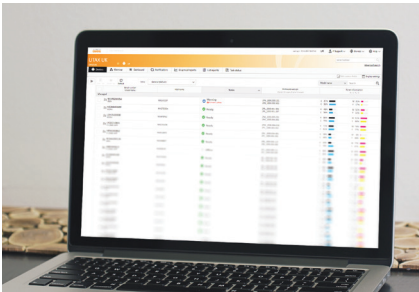
Dashboard

Get a clear overview of the status of your entire fleet on one simple screen. Quickly identify devices that need your urgent attention and react faster to any issues that arise.

Reporting

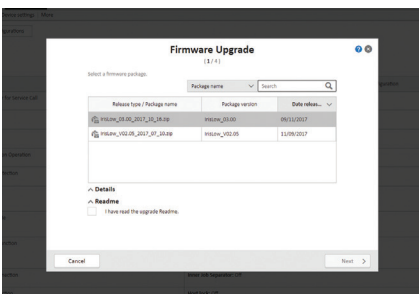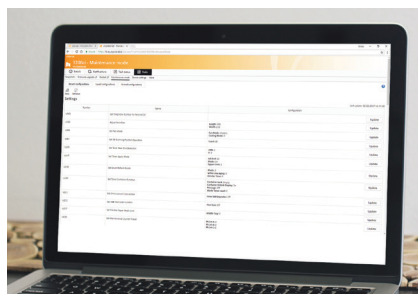Run detailed reports to monitor the status and performance of your devices.

Device Notifications

Receive device status notifications by email so your service staff can address issues before users are even affected.

Firmware Updates

Upgrade your firmware packages via the cloud, and receive new firmware upgrades at your convenience.

Maintenance Mode

Configure the maintenance mode and device setting of your devices remotely.

Screenshots portrayed above are for illustrative purposes only.

Panel Note

Get text notifications of ongoing servicing information directly on the panel screens of your devices to help users stay informed.
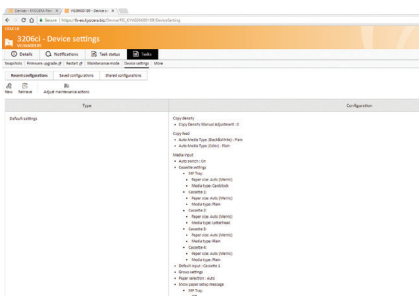

Panel Screenshot

Use your PC to view real-time panel screens of your devices to support troubleshooting and service calls.
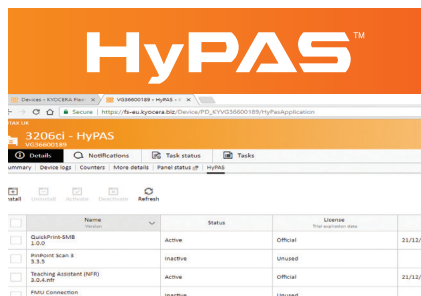

Snapshot

Access and view device status information with accompanying time stamps and get device logs displayed as statistical data.

Device Setting

Adjust the device settings across one or multiple devices of the same model remotely.

HyPAS Application Deployment

Deploy and activate your purchased HyPAS applications remotely.

Screenshots portrayed above are for illustrative purposes only.

Why use U.FS?

Respond faster: Keep a clear overview of the status of all devices in your fleet and receive notifications of any issues directly via the cloud, enabling quicker identification and response.

Reduce costs: with remote maintenance, on-site servicing visits can be reduced, while detailed device history reporting enables the maintenance needs of each device to be pre-empted and planned.

Manage all your devices: Dashboard enables dealers to keep track of devices across an entire fleet and helps quickly identify devices that need urgent attention. With U.FS you get the most accurate counter readings and device alerts.

Assisted toner ordering through intelligent toner alerts: Customers receive toner, often before they notice the requirement.

Remotely upgrade firmware.
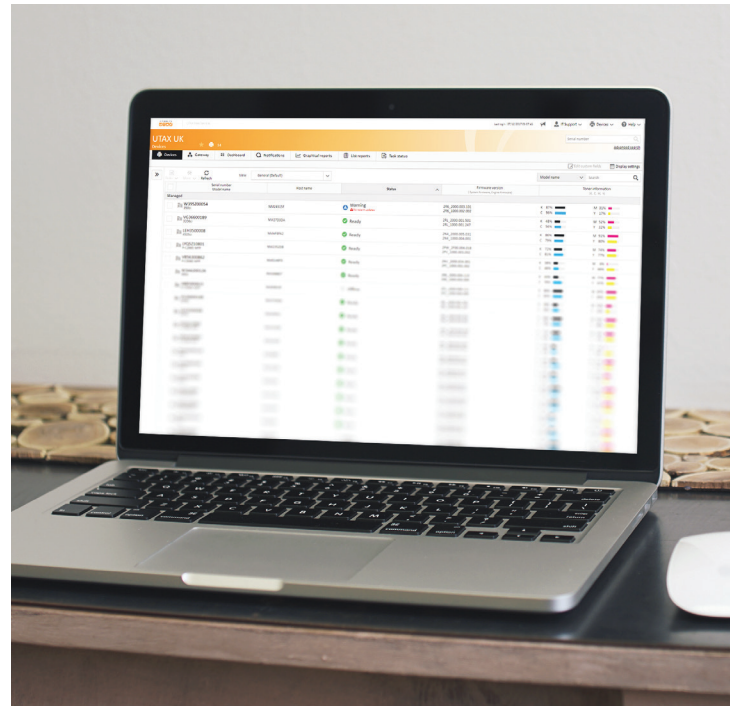
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UTAX

ABOUT UTAX

Established in 1989, the UTAX brand of digital office products is synonymous with quality and reliability, and with a hard-to-match product range, UTAX and our Partners provide solutions for all office output – encompassing digital copying, printing, fax and scanning equipment as well as cutting edge software solutions. Our dedication to service and support, together with our technical know-how achieve a standard in the industry that is hard to beat.

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