



TEMPLE KNIGHT PRAISES CUTTING EDGE UTAX FLEET SERVICES (U.FS)



Temple Knight founded in 1986, specialises in the sale of laser printers, photocopiers, card printers, scanners and large format plotters.

Over the last 30 years the print industry and its requirements have greatly changed, and so has Temple Knight. Keeping up-to-date with the latest technology and building on its trusted reputation, Temple Knight has become one of the UK's leading maintainers and suppliers of office equipment. Simon, Managing Director, has introduced bespoke and personal consultation services, which are suitable for all size companies who are looking to manage their printing costs and reduce their overall spend.

Part of Temple Knight's company ethos is to offer customers cutting edge, leading technology, which is why Simon Chapman decided that the remote device management software that they were offering needed reviewing.

"It was an incredibly complex setup that we simply had to improve," admits Simon. "I recognised the need for an advanced remote monitoring service that had a more efficient user interface and that allowed us to complete simple tasks such as remote firmware updates and the resetting of maintenance schedules in a quick and simple way."

THE SOLUTION...

UTAX communicated to its dealer base the launch of UTAX Fleet

Services (U.FS) and Simon was so impressed by the solution, that he didn't even feel it was necessary to wait until the end of the current solutions contract, before implementing U.FS across his entire fleet

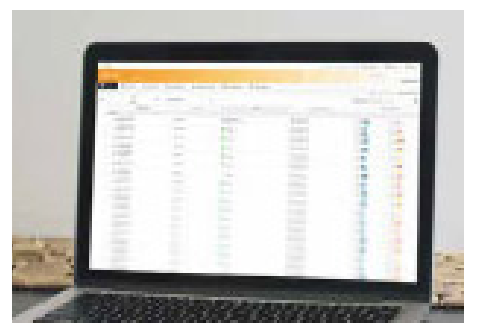
U.FS is a secure cloud-based system that allows a user's fleet of copiers and printers to be monitored and maintained remotely. It takes remote device monitoring to a new level.

Designed specifically for use with UTAX devices (although basic support of other manufacturer systems is possible), U.FS has sophisticated visualisation tools that allow a range of routine tasks such as reading meters and recording toner levels automatically and simple technician tasks such as diagnostics, firmware updates and basic routine maintenance without the need to prompt users or make time-consuming and costly site visits. Crucially, however, U.FS further reduces costs by enabling engineers to reset machines, deal with port failures remotely and provide more meaningful telephone support should a user encounter a technical problem.

Simon comments, "Since discovering U.FS we have transferred 200+ customer devices over to the solution. This has not only improved customer workflow and administration but it has also helped reduce engineer visits, which in turn is more positive for the environment.

AT A GLANCE

- 200+ devices have been moved across to U.FS
- At least 10% of user issues have been sorted remotely
- Minimised downtime and disruption
- Rapid response - clear overview of the status of every device in a fleet
- Reduced costs for Temple Knight and customers



This is an excellent solution that allows us to offer a more professional service and is the best fit for the UTAX devices that we sell.”

With user errors, error codes and setting failures accounting for a high percentage of technician site visits, Temple Knight have noted that since transferring 200+ customer devices over to U.FS they have managed to sort approximately 10% of user issues remotely, which would have otherwise resulted in an engineer visit.

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“Another major benefit of U.FS is that it allows our engineers to analyse technical and usage data and provide a preventive service. In other words, they’re now able to identify and avert potential problems before the user is aware they may even exist,” comments Simon.

The system can also predict when a user will require toner deliveries and routine servicing. This support for automatic workflow also extends to billing, so Temple Knight’s customers are enjoying a genuinely seamless experience with downtime and disruption

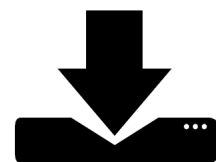
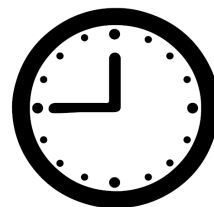
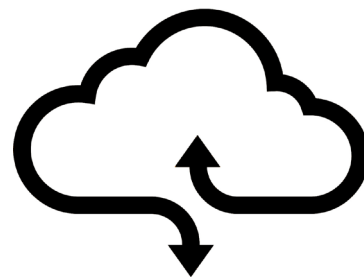
kept to the absolute minimum.

Where a site visit has proved unavoidable, U.FS has enabled the visiting engineer to be better prepared than was previously possible.

“With U.FS, we’re improving the support we provide to customers by minimising downtime and disruption. Quite a large proportion of our customers work from secure locations so engineer visits do sometimes pose as a great inconvenience, with the added benefits of being able to resolve the majority of issues remotely we can avoid causing the added administration task of gaining engineer security clearances” says Simon.

To summarise, Temple Knight customers have benefitted from:

- **Rapid response:** Earlier identification of issues and a faster response.
- **Reduced costs:** with U.FS, on-site servicing visits are fewer and further between. Detailed history reports enable Temple Knight to plan and pre-empt the maintenance of every device. Firmware, meanwhile, is upgraded remotely.



About UTAX (UK) Ltd

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 match.

IF IT WORX, IT'S



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