UTAX FLEET SERVICES (U.FS)

A multi-faceted cloud based solution for efficient technical services on UTAX devices

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is a powerful cloud-based solution designed for remote maintenance on UTAX devices to optimise your service processes and make savings on service costs whilst providing proactive support for end users.

Remotely troubleshoot key maintenance tasks, perform firmware upgrades and setting adjustments on your 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.

CONTENTS PAGE

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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 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. U.FS is designed to make these maintenance and monitoring tasks as efficient as possible.

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.

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

Remotely upgrade firmware, with the ability to schedule upgrades out-of-hours to minimise disruption.
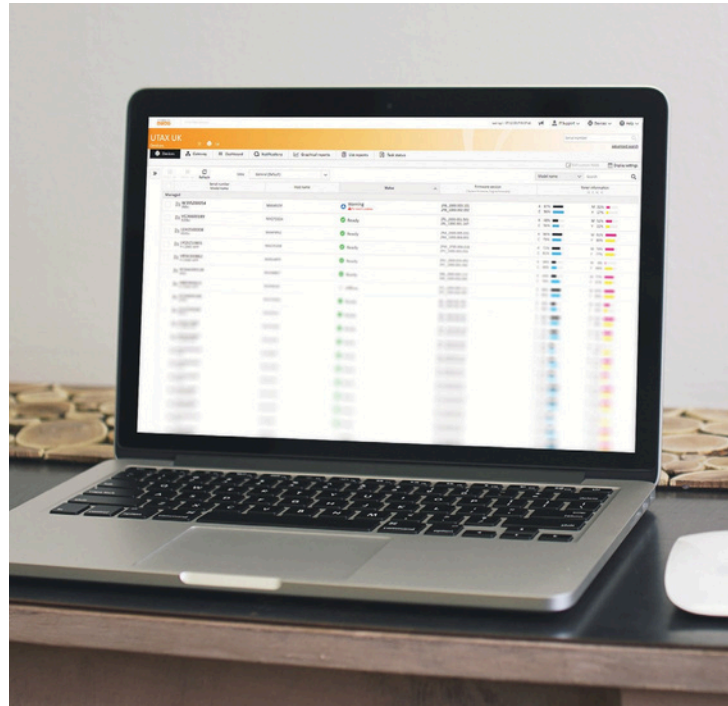
REMOTE SERVICE OVERVIEW

How can U.FS improve your service offering?

U.FS enables your engineers to provide a variety of remote services on UTAX devices within your organisation's Machines in Field (MIF).

Watch your efficiency grow, response times decrease and customer satisfaction increase, as U.FS significantly improves the efficiency of your technical services.

What services can be completed remotely?
- Fast response times
- Quick repairs
- Reduce onsite visits
- Firmware updates
- Developer and drum refresh
- Device calibration tools

Sales /Service support by visualisation
- Dashboard / Reports / Notifications
- Optimised service
- Efficient maintenance operation

Preventative service by data analysis
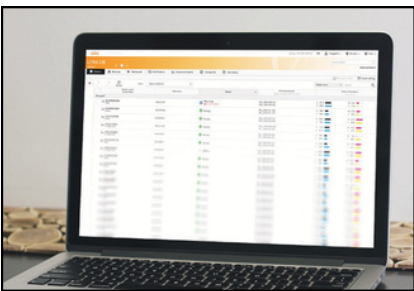- Analyse device data
- Reduce downtime

Support automatic workflows
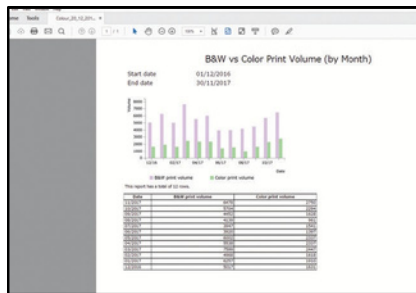- For billing
- For toner delivery and service dispatch

MONITORING AND REPORTING

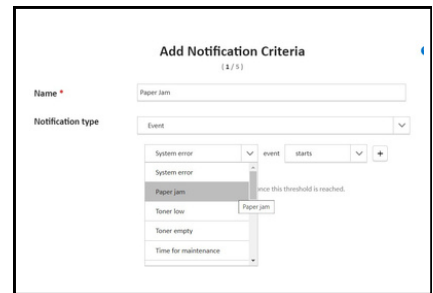The system's core features enable web-based monitoring of all devices in your fleet,

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

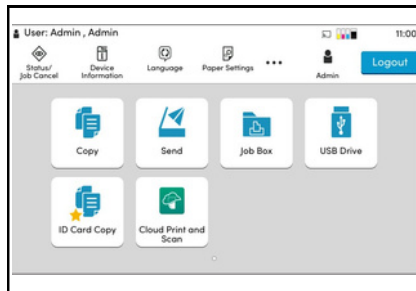Run detailed reports to monitor the status and performance of your devices.

Device Notifications

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

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.
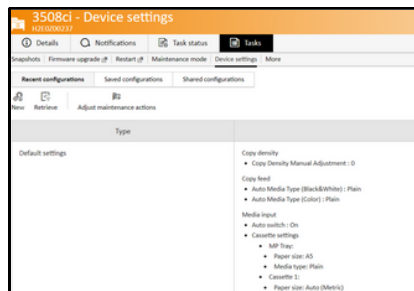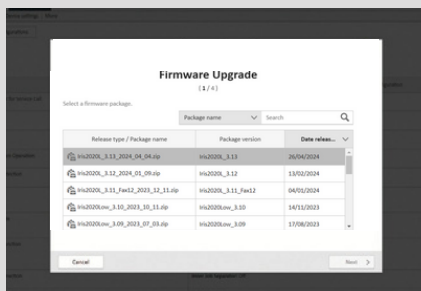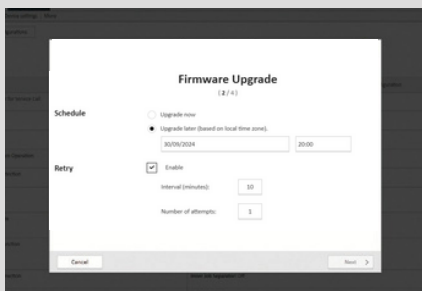

Snapshot

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

Screenshots portrayed above are for illustrative purposes only.

MAINTENANCE AND TROUBLESHOOTING

Enhanced functions give you the freedom to perform troubleshooting and maintenance of UTAX devices remotely.

Firmware Updates

Device firmware is automatically uploaded to U.FS so it is always up-to-date. Firmware can be upgraded, downgraded and scheduled minimising disruption to the customer. Notifications via email can be enabled on these tasks.

Downloading large Firmware files is no longer required as it can be sent to the device directly from the U.FS cloud platform.
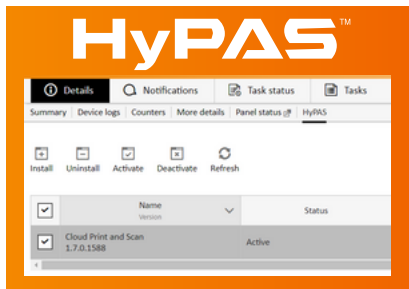

Device Setting

Remotely adjust the device settings across one or multiple devices of the same model. Activities include paper tray settings, scan file type, SMTP settings, network settings, etc.
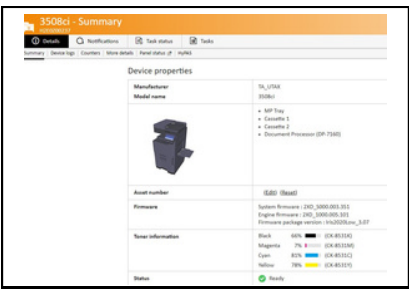

Maintenance Mode

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

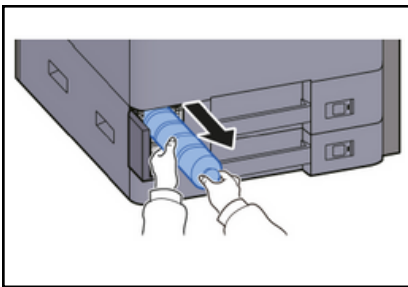### HyPAS Application Deployment

Deploy and activate HyPAS applications remotely. HyPAS applications add additional functionality and services.


Toner Level

View individual toner levels for every device in your fleet, ensuring your customers never run out.

Screenshots portrayed above are for illustrative purposes only.

Waste Toner Full

Never let a full Waste Toner cartridge slow down customer printing. U.FS warns you when the waste toner cartridge is almost full, so you can replace it before it holds up printing jobs.
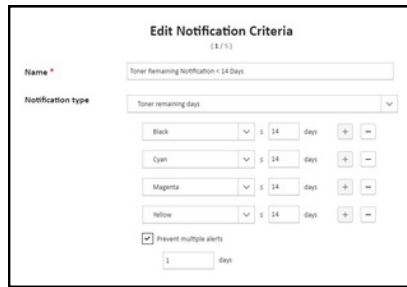
Toner Days Remaining

U.FS can estimate how long remaining toner will last based on historical device usage, enabling it to identify the best time to issue replacement toners.

Paper Jam

Identify exactly where a paper jam is within a device using U.FS, making it much easier to identify and fix remotely.

Page Counts

Easily track the number of pages going through a device for printing and scanning with U.FS.

Time for Maintenance

Ensure all devices are maintained properly, with maintenance dates set for every device within your fleet.

Screenshots portrayed above are for illustrative purposes only.

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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