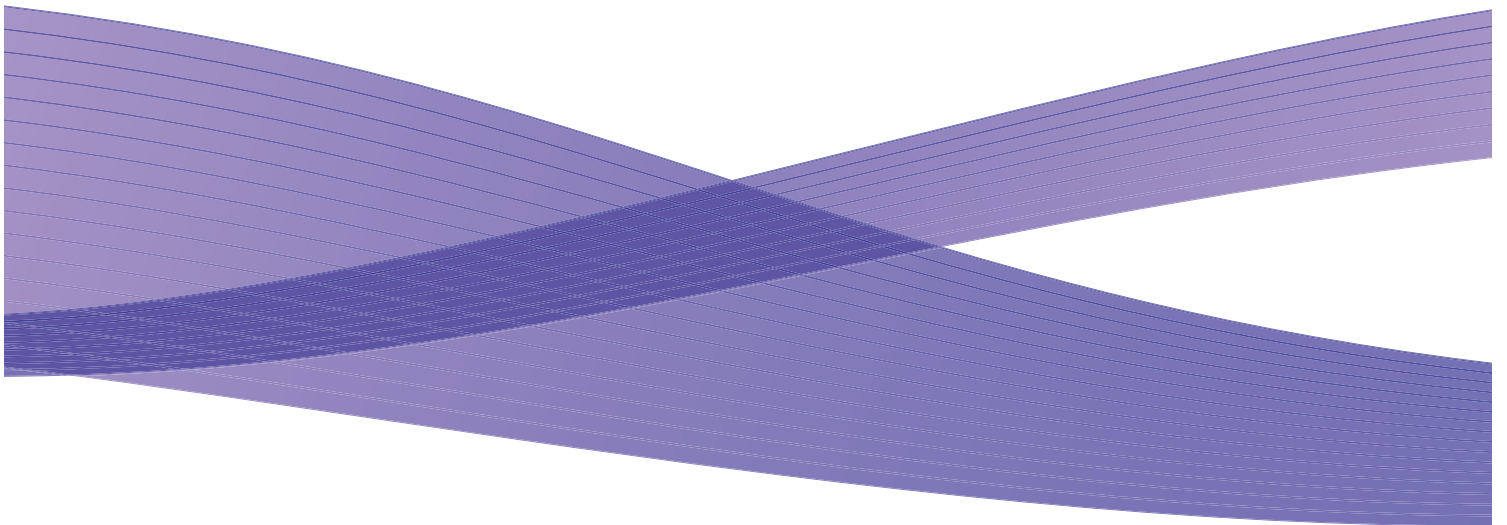


# Document Links<sup>SM</sup> Services Platform

The power to integrate and  
manage document services  
enterprise-wide.



# Proven delivery across the enterprise.

**Improve your business with better communications and innovative business processing.** With the Xerox Document Links Services Platform, document services and delivery are optimized across your entire enterprise. Processes are centralized, costs are captured, and the tools are in place to manage and transform your business.

## Everything you need for efficiency **Key Benefits**

Xerox Document Links Services Platform's integration and efficiency provide immediate access to operational metrics, Service Level Agreements (SLAs), and other efficiency metrics. And with its dynamically constructed user interface, functional teams have access to the information they need—nothing more, nothing less.

Xerox Global Services uses these components to support a portfolio of offerings to transform document-driven processes into a strategic, enterprise-wide approach:

- Xerox Services Portal
- Xerox Job Ticket
- Xerox Device Agent
- Xerox Services Manager
- Xerox Report Manager

**Single point of management** for all the services we provide—including centralized data collection and Service Level Agreement monitoring and measurement. Our range of services responds to your document processing needs, from managing copier and printers in the office, to improving business processes and creating highly efficient mail and print production centers enterprise-wide.

**Comprehensive print management tool** enables consistent, reliable service across your enterprise with an easy-to-use interface to securely submit jobs to your print center from various sources—ensuring flexibility in a secure environment.

**Enterprise fleet management and tracking capabilities** provide your local and networked print devices with a centralized collection point for usage, meter data, supplies tracking, email notifications, and more. We present a complete view of your enterprise—regardless of the manufacturer.

**Fast, efficient problem notification and problem resolution** result in timelier response and issue resolutions. Down time is minimized, resulting in **greater customer satisfaction**.

## Xerox Services Portal

Xerox Services Portal uses an intuitive, powerful user interface to maximize productivity and satisfaction by enabling administrators to easily publish and control portal content and provide users access to selected services, support, and two-way communications.

- Provides quick and convenient access to user services, including the installation of print drivers, meter read submission, mail services, print center job submission, supply ordering, and incident reporting.
- Offers end-users a single point of interaction so they know exactly where to receive information, provide feedback, or get a problem resolved.
- Encourages user feedback through administrator-published surveys in an effort to continually improve service.

## Xerox Job Ticket

Xerox Job Ticket is a comprehensive, Web-based job submission tool that allows users to easily submit print jobs to the print center around the clock, while specifying features such as printing/copying options, design services, finishing options, packing and delivery options, proofs needed, and more.

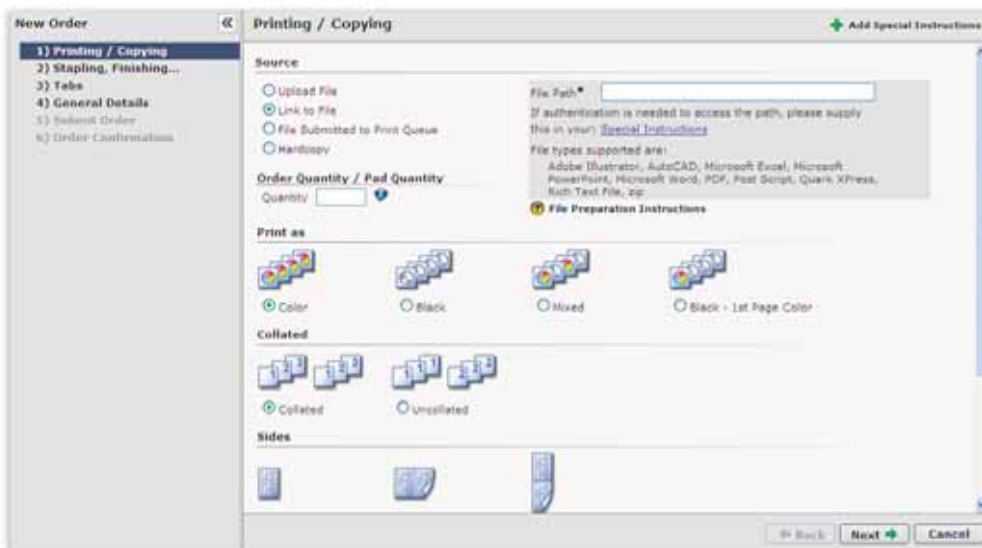
- Collects a variety of details for each job request and displays services offered at your location, while taking users through workflows designed to streamline and expedite the job-submission process.
- Presents users with a summary screen that details all aspects of their job request and lets them make modifications, submit the job, print the review screen, or request cancellation of the job.
- Provides a user-friendly orders screen that enables users to view current or previous orders, and even place new orders or reuse existing ones.

## Xerox Device Agent

Xerox Device Agent is a lightweight Microsoft® Windows® device management client using Microsoft SQL CE® technology to provide automated device meter, supplies, and status of retrieval and submission to Xerox Services Manager, and alert monitoring for incident creation and problem resolution.

- Identifies all printers operating on the network—regardless of manufacturer—and provides an extensive list of device properties, including serial number, firmware level, color capability, network addressing, and more.
- Notifies administrators of printer critical status, printer consumable status, and application status.
- Provides remote troubleshooting capabilities that enable administrators to perform vital tasks, including rebooting devices, performing print tests, validating and updating network configuration, and observing current levels of consumables.

## Xerox Job Ticket



## Xerox Services Manager

Xerox Services Manager is a Web-based application that provides a single point of management for your assets, supplies, and service-related incidents, helping to reduce costs and boost device and end-user productivity.

- Acts as a single collection point for all meters tracking multiple usage characteristics, while enabling separate bills based on different output usage.
- Tracks supplies inventory movement across the enterprise at all supply locations, and sends email alerts when inventory goes above or below a desired amount.

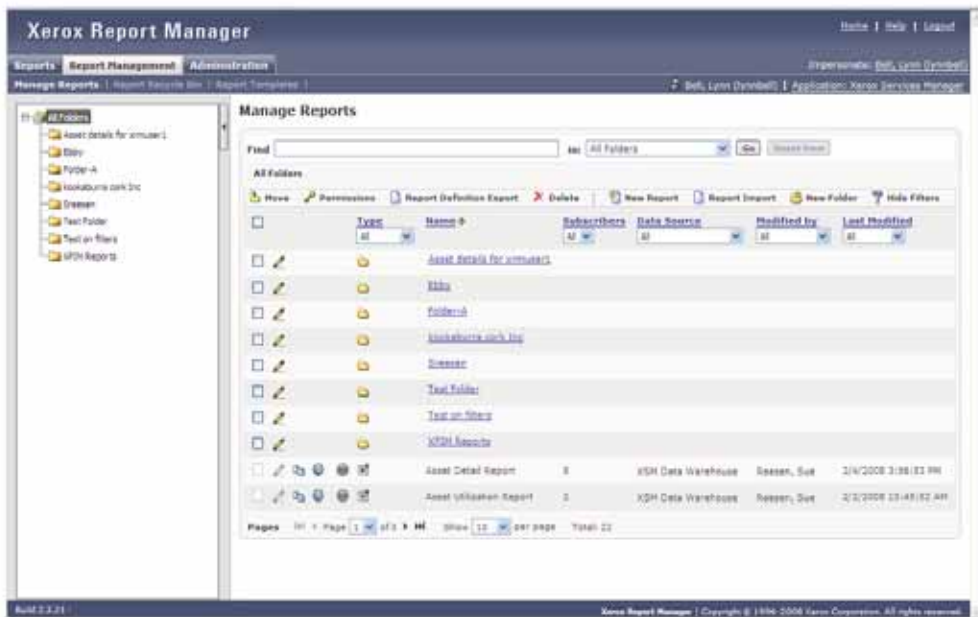
- Provides the ability to remotely track and manage all services and supplies-related incidents from a single location.
- Tracks overall incident, labor and cost item, asset monthly charges, and operational cost-per-copy charges through a single configuration and cost-accrued process.

## Xerox Report Manager

Xerox Report Manager provides a single integration point for reporting and data analysis for office equipment management, mail/fax transactions, print and mail services, and customer business management activities.

- Provides a complete view of all account activities, regardless of geography, with the capability to capture all transactional data across a single account.
- Incorporates accessible reporting that is easily understood and highly flexible, with a range of standard and customizable options that give you the information you need when you need it.
- Aggregates data directly from Xerox Services Manager, providing a data warehouse to track and report costs, quality and SLA metrics, productivity, customer satisfaction, and trending information.

## Xerox Report Manager



To learn more about the Xerox Document Links Services Platform, visit [www.xerox.com/globalservices](http://www.xerox.com/globalservices) or call 1-800-ASK-XEROX ext 948.

