



Breathe easy.

You're responsible for getting the job done. So anything you can do to **maximize the uptime** of your print operation is critical to your success. Xerox understands. That's why Xerox builds reliable digital printers and presses. Still, we've found a way to give you even greater peace of mind—**Xerox prInteract™** Remote Service Offerings. It's a connection. A friend. An extra level of support for you, your printer and your whole operation. **Relax.** When it comes to uptime, Xerox prInteract takes you to a better place.

A Partnership for Productivity

Xerox **prInteract** Remote Service Offerings combine regular system checks with Xerox expertise to give you comprehensive coverage that ensures your production is kept at its most efficient, day in and day out.



To learn how Xerox prInteract Remote Service Offerings can give you more peace of mind, contact your Xerox representative or visit www.xerox.com/prInteract

Keeping You Productive

Our integrated approach to maintaining your machine goes far beyond traditional telephone-based support. Through online connections that utilize your existing infrastructure, up-to-the-minute information about your system's current state is available and evaluated with historical performance data. So you can count on Xerox to:

- Deliver quicker, more accurate diagnoses of problems.
- Resolve issues faster, often in less time than it would take to dispatch a service person on site.
- Schedule maintenance calls at convenient times to maximize your production uptime.

Plus, with our Remote Desktop Sharing, you can authorize one of our specialists to remotely access the user interface of your machine to help guide you through an issue in real time.

Thinking Ahead

Xerox prInteract Remote Service Offerings provide an integrated approach to supporting your machine. Through a secure, online connection with your machine we can better understand your production needs and environment, which enables us to:

- Identify potential problems through ongoing data analysis.
- Provide real-time recommendations to help optimize overall performance.
- Automatically generate up-to-the-day accurate meter reads with MeterAssistant™.

No-Worry Security

All communications between your machine and our specialists are conducted through Secure Socket Layer (SSL) protocols and 128-bit encryption to keep information locked from all unauthorized viewers. What's more, only information pertaining to your system's performance is actively transferred—your job data remains separate. If you do have a problem related to a specific job, with your permission, the job data can be transferred for assistance.

Xerox Know-How

We understand that the environment and usage of every printer is unique. That's why we leverage all levels of our worldwide support resources to address your specific situation. From local service teams to product development specialists, we're here to provide intelligent solutions and preventive measures to keep you up, running and breathing easy.