

Xerox prInteract Remote Service offerings

C. Heil

Xerox

prInteract™

Remote Service Offerings

Breathe **easy.**
with
Xerox prInteract™



Xerox prInteract Remote Services Overview

Your Partner for Productivity

- Combine regular system checks with Xerox expertise
- Ensure comprehensive coverage
- Maximize production efficiency, day in and day out



Xerox prInteract Remote Services Strategy

- Keep you **productive** by preventing problems before they start
- Remotely **monitor** machines to identify potential problems
- Do it **securely**, so you can have peace of mind about sensitive data
- Leverage Xerox **technical know-how** to help you breathe easy about uptime
- Deliver **real-time assistance** through remote desktop sharing
- Provide the **convenience** of automatic meter reads via MeterAssistant



Xerox prInteract Remote Services

Keeping You Productive

We use this information to:

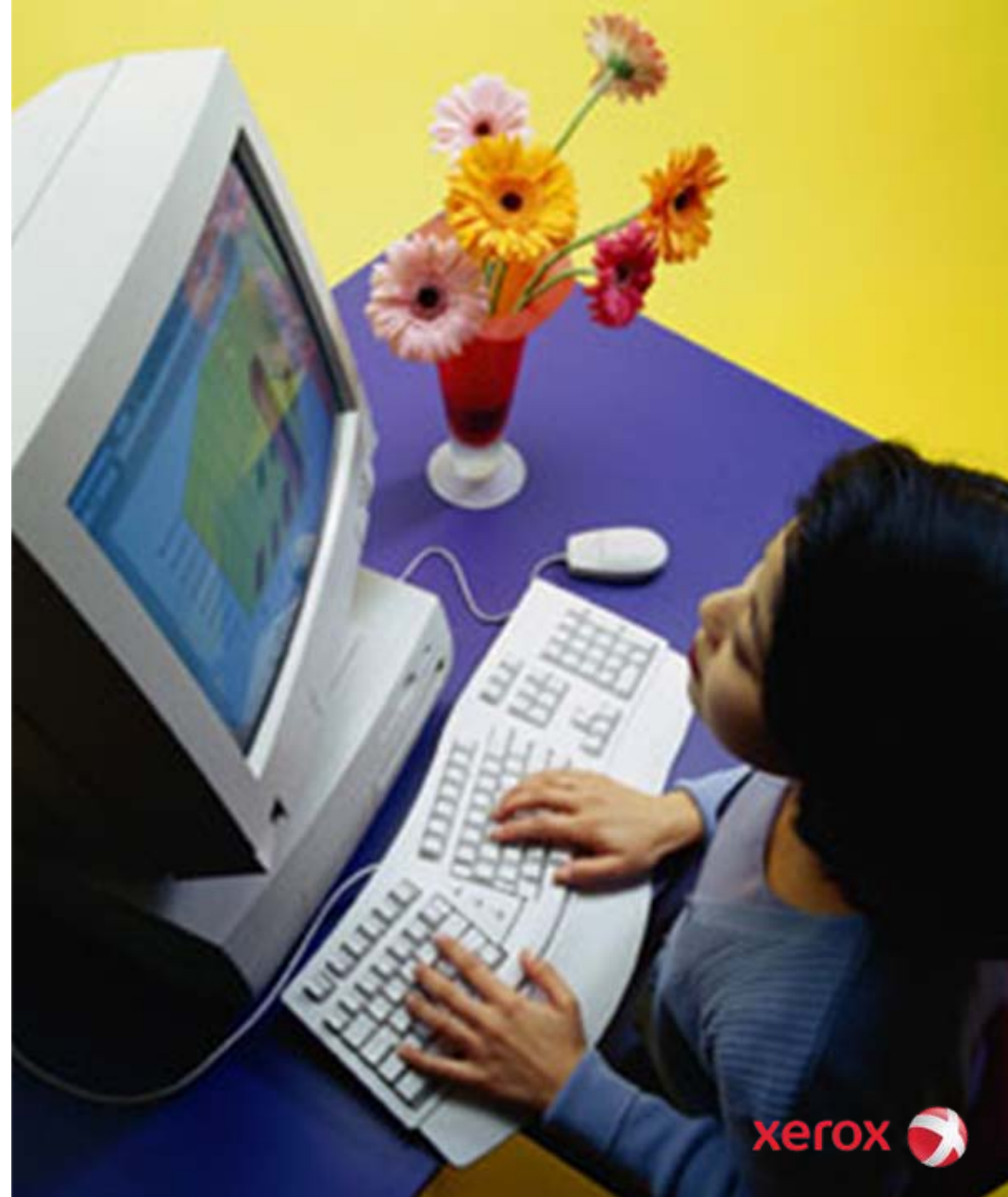
- Deliver quicker, more accurate diagnoses of problems
- Resolve issues faster, often in less time than sending a service person
- Remotely monitor your machine to identify potential problems

Xerox prInteract Remote Services Keeping You Productive

Using Remote Assist, you may authorize one of our specialists to:

- Remotely access your machine's user interface to work through an issue in real time
- Guide you through corrective actions, providing a valuable learning opportunity

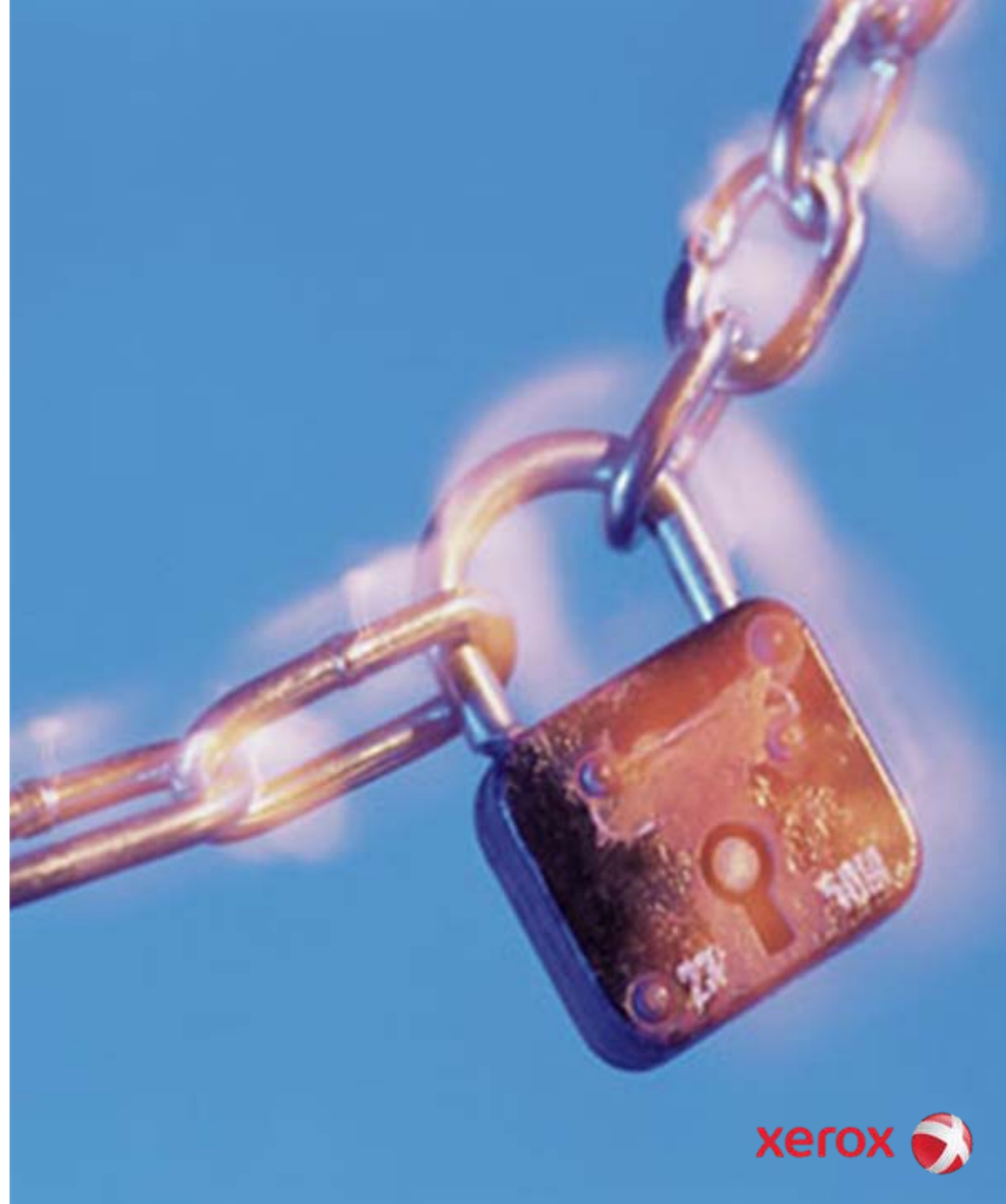
Meter Assistant™ provides the convenience of automatic meter reads



Xerox prInteract Remote Services No Worry Security

The security of your machine and the information passing through it is our concern as well as yours:

- All communications between your machine and our specialists are conducted through Secure Socket Layer (SSL) protocols and 128-bit encryption
- Only information pertaining to your machine's performance is actively transferred, keeping your job data separate



Xerox prInteract Remote Services Xerox Know How

Because the environment and usage of every printer is unique:

- We leverage our worldwide support resources to provide specific answers to your individual needs
- Local service teams, subsystem engineers and product development specialists are all available to work together on any problem you face



Xerox
prInteract™
Remote Service Offerings

**Nothing delivers uptime
like Xerox prInteract**



Questions?
www.xerox.com/prInteract



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