Simplify the management of digital printing technology.

Xerox® Remote Print Services
Maximize uptime, improve productivity and simplify the management of your Xerox® digital technology.

Interested in spending less time managing devices and more time focusing on business? With Xerox® Remote Print Services you can do both. From remote solutions to automated meter reads and supplies replenishment, Xerox provides fast, secure and reliable services to keep print environments productive and efficient.

“My problem was solved remotely by the support team so I could deliver prints to my customer on time.”
Xerox® Remote Print Services—Xerox expertise at your fingertips.

Through investments in technology, innovation and resources, Xerox products are engineered to be highly reliable and durable. In addition, Xerox is able to provide a responsive, personal and flexible approach to customer service. The expansion of Xerox® Remote Services, coupled with new product advancements, allows customers to concentrate on keeping their business fully operational with minimal downtime.

Xerox® Connect Advantage Services
The support you need, powered by experts and technology.

**Remote Solutions**
With a secure internet connection between Remote Print Services enabled devices and Xerox, we can constantly monitor performance and often resolve issues before a service call is placed.

**Automated Meter Reads**
Automated meter reads make billing and tracking more efficient. They increase productivity by minimizing the need to manually collect meter reads and improve accuracy by reporting actual usage.

**Automated Supplies Replenishment**
For select Xerox® products, software automatically orders toner and ink based on actual usage—minimizing order hassles and optimizing your inventory.

**Fast Track to the Expert**
Our highly skilled and experienced service experts can solve even the most complex issues—often eliminating the need for on-site service.

**Easy Access to Information**
Engage social media outlets like Twitter and Facebook or join various forums to share and find information. Easily access online print driver updates, software releases, use documentation, tips, videos and answers to frequently asked questions.

**Benefits**
- Optimize uptime and increase productivity
- Faster resolution of issues
- Minimal disruption
- Enhanced customer experience
- Simplify business processes
- Diagnose fault codes in real time
- Peace of mind knowing device data is protected and secure

“It was almost as though the specialist was right beside me, walking me through the steps I needed to correct the problem. Could not be more pleased.”
How does Xerox® Remote Print Services work?

Once your connection is established, a discovery agent (Xerox® Device Direct or Xerox® Device Agent) automatically captures service data, such as diagnostics and status information, directly from your device. This data is then transmitted to Xerox customer support personnel and technicians who are ready to help keep your devices up and running—so you get back to business faster.

“The diagram below shows the flow of communication from your environment to Xerox.

The secure network platform of the Xerox® Device Data Network receives, stores and utilizes Xerox® device data to support the following key functions: Automated Meter Reads, Remote Diagnostics and Solve, and Automated Supplies Replenishment.

Devices connect and communicate with the Xerox environment in one of two ways:

**Device Direct**

A software module is embedded within the product to maintain a secure point-to-point connection between the device and Xerox.

**Device Manager (Xerox® Device Agent)**

Through software on your workstation or server, Simple Network Management Protocol searches for Xerox® and non-Xerox devices installed within the networked environment.

Device data collected is encrypted at the source and transmitted via an encrypted channel to keep personal and confidential information highly secure. Device data communicated regularly to Xerox includes performance data, usage data and configuration data. Customer image data or personally identifiable information is never sent to Xerox.

The Xerox® Device Data Network was awarded ISO 27001:2013 certification. This demonstrates that device data is treated securely and the associated processes are validated through an externally audited information security management system.

Efficiently manage your print environment. Visit Xerox.com/remoteservices. For information specific to your product, contact your sales representative.