

# Xerox® Print Server Management Service

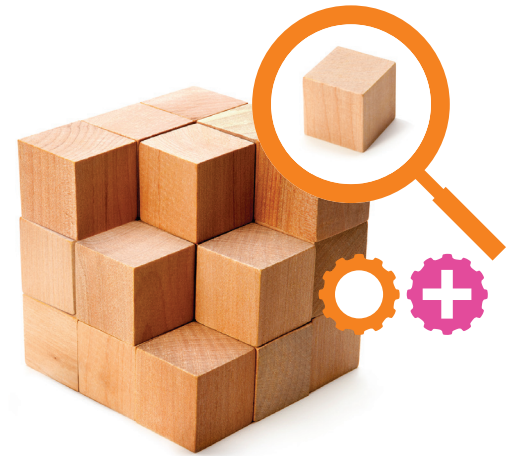
Now it's easier than ever for IT executives to take a proactive approach to print server management. With Xerox® Print Server Management Service, the day-to-day management of print servers, print queues and print drivers by you and your team becomes a thing of the past.

## A Natural Extension to Managed Print Services (MPS)

Over the years, IT and print management services have remained separate, forcing IT organizations to manage multiple suppliers across different regions and geographies with no single owner for incident resolution. That is, until now.

With Xerox® Print Server Management Service, IT organizations who elect to add this optional service to their Enterprise Managed Print implementation can now expect:

- Seamless end-to-end global service management for print servers, print queues and print devices
- Reduction in operating costs and management overheads by using a single global supplier
- More efficient triage of incidents to minimize the time it takes to identify and resolve the problem
- Proactive monitoring and resolution of server incidents, the majority of which require no customer intervention or engagement
- True 24 x 7 monitoring capability tailored to your specific requirements (ranging from basic monitoring to full IT support)
- Simple on-boarding process requiring little of your involvement (assuming network/server access is provided)
- Print driver management via regular batch updates



# Reduce downtime and costs with proactive print server management.

## Improve quality of service.

- Single point of contact for all print-related incidents and problems
- Minimal downtime due to early identification and resolution of minor incidents, reducing the impact on employees
- Detailed on-boarding process identifies existing server problems and resolves them prior to being accepted into service (including those that need replacing)
- Customized dashboard portal and ongoing management reporting showing all incidents, trends and resolution statistics at a global or localized level
- Tailored Service Level Agreement tied to your business requirements

## Drive cost savings.

- Reduction of direct and indirect costs
- Consolidation to a single supplier drives reduction in operating costs
- Move from an ever-increasing variable time and material costs to a fixed-cost model for print-related incident triage
- Leverage economies of scale (dependent on the number of servers and queues being monitored and the level of support provided)

## Improve analytics to drive decisions.

Detailed reporting on all your print drivers and print queues provides you with insights and guides your action for improvement.

Metrics and reporting includes:

- Print queue lengths and errors
- Print job ages
- Printer not found and/or offline
- Network errors
- Available disc space and memory usage
- CPU usage

## Move forward with a proven partner.

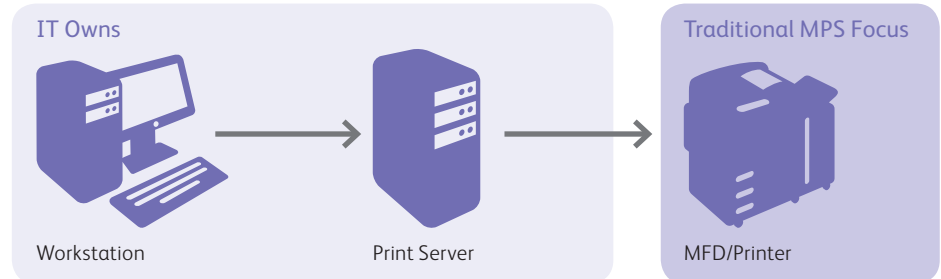
At Xerox, we've helped organizations retool, revamp and develop an enterprise print strategy that addresses their business requirements.

Our award-winning technology coupled with our comprehensive array of unique services puts us in the perfect position to help you reach your goals.

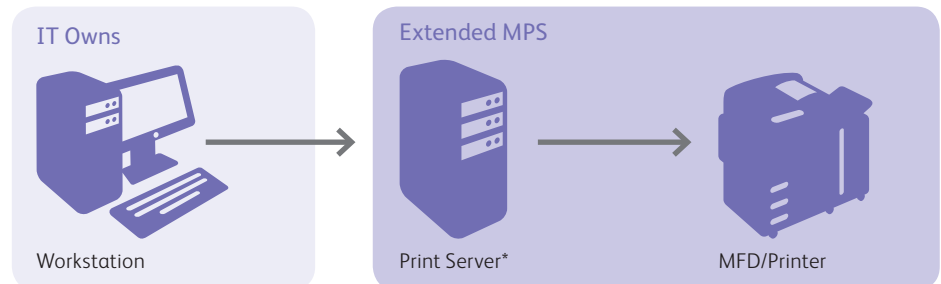
But don't just take our word for it. Leading managed print services industry analysts like Gartner, IDC, Forrester and Quocirca have named Xerox a perennial leader in completeness of vision and ability to execute.

We now extend our MPS offering to take load off your IT department.

### Before Xerox



### After Xerox



\*Utilizing Xerox® Print Server Management Service

To learn more about Xerox® Managed Print Services, including Xerox® Print Server Management Service, visit [xerox.com/mps](http://xerox.com/mps)