



# Lexmark Cloud Fleet Management

**Proactively manage customer devices from anywhere, whilst saving the time and cost of travel and improving the customer experience.**

**As a partner, you know the challenges of maintaining the print infrastructure of your small and medium-size customers. The diversity of their IT environments, unique need and far-ranging locations add complexity and cost to every encounter.**

Lexmark Cloud Fleet Management provides an alternative to traditional premise-based pull-print, device management and productivity solutions. Operating on our multi-tenant cloud platform our customers and partners can realise a number of benefits.

- ▶ Reduce time and effort for IT departments in maintaining and supporting the print infrastructure
- ▶ Reduce physical infrastructure required at the customer location(s)
- ▶ New features and security updates with low-impact releases
- ▶ Scalability to support your business over time as it grows by volume and geography
- ▶ Fast onboarding and management of users and devices
- ▶ Easily enrol in additional services over time

You have the autonomy to independently provision customers and configure secure remote access to their Lexmark devices within an easy-to-use portal - minimising the need for specialised IT skills for customer setup and support.

With Cloud Fleet Management, after a one-time setup, printers can be managed from anywhere in the world without the need to go onsite or be on the same local network. It is a robust and secure tool to help you improve service delivery, track usage and improve profitability in managed accounts.

## **Change the way you think about customer service delivery**

Enrolling your customers' Lexmark devices on the Cloud Fleet Management gives you (and them) access to features and functions that can dramatically improve service delivery and account management. From a secure online portal, you can:

**Perform firmware and security updates:** Ensure all devices are up to date with latest firmware and security patches and push to multiple devices.

**Remote configuration:** Deploy files and settings, including app and device settings and shortcuts for e-mail and fax for each of your customers' Lexmark devices without being on location.



**App installs:** Install and configure Lexmark embedded apps (eSF) remotely.

**Discovery and configuration:** Easily discover and automatically configure new devices.

**Confirm page counts:** Track page counts in near-real time, eliminating the need for e-mail, faxing or phone calls to get page counts.

**Troubleshooting:** Access log files remotely to streamline troubleshooting with your customers before you get onsite. Speed up escalations with the Lexmark TSC, too.

**Reboots:** Remotely reboot a device when needed.

**Communication:** Place a message on the touchscreen of enrolled devices to notify end users that a service action has been initiated and inform them of the status, ultimately reducing repeat support calls for the same issue.

**Detailed reporting:** Go beyond basic page counts and compile detailed information about usage patterns, toner consumption and more to drive understanding and assist in consultative sales.

## Rise above with proactive management and real savings

The downtime and delay in resolution of traditional methods of customer support can be disruptive to their businesses and often leads to frustrated customers.

Compiling data from a mix of customer calls, e-mails and faxes has real labour costs that cut into your profits. Manual processes for collecting page counts and other data places a burden on your customers.

By supporting a more proactive approach to device management in a single integrated tool, Cloud Fleet Management can reduce the number of onsite visits you make whilst leaving customers happy with the experience. The result is drastically reduced service costs and a big boost to your profitability.

## Safe, secure and under control

Finally, Cloud Fleet Management is designed with security in mind. With better visibility to the status of firmware and security settings on all of the Lexmark devices you support your customer's stay more secure than ever - and with Lexmark Cloud Fleet Management, you can be sure your customers aren't accessible to others.

The screenshot shows the Lexmark Cloud Fleet Management interface. At the top, there's a navigation bar with 'Printers' selected. Below it, a search bar and a table of printer data. The table has columns for IP Address, Serial Number, Activity Status, Model, Firmware Status, Configuration, and Lifespan. Below the table, the text 'Visibility into printer fleet status' is displayed.

Printer	IP Address	Serial Number	Activity Status	Model	Firmware Status	Configuration	Lifespan
<input type="checkbox"/>	10.194.4.192	50621094754GK	On schedule	Lexmark C792	Update available	Nurse-Station_5	38276
<input type="checkbox"/>	10.194.76.144	GBKDDY	On schedule	Lexmark MX711	Update available	Emergency-Room_2	0
<input type="checkbox"/>	10.194.171.62	7464PTBDUN256	Not polling	Lexmark MX721de	Up to date		19021
<input type="checkbox"/>	10.199.109.205	46007FST00133	polling late	Lexmark M5422de	Up to date		555
<input type="checkbox"/>	10.195.7197	5028723011BFM	Not polling	Lexmark CS727de	Update available		1567
<input type="checkbox"/>	10.195.736	70177F5T00240	On schedule	Lexmark MX622adhe	Up to date	Nurse-Station_3	0
<input type="checkbox"/>	10.194.4.205	GSMPTB7018405	Not polling	Lexmark MX622adhe	Up to date	Pharmacy_2	21035
<input type="checkbox"/>	10.194.17.209	E1L2J3O4HSN6	On schedule	Lexmark M5422de	Up to date	Nurse-Station_15	12115
<input type="checkbox"/>	10.195.11.143	46007FST00138	Not polling	Lexmark M5422de	Up to date		450