PrintView

datamax

PREDICTIVE – PROACTIVE SERVICE TO KEEP YOU PRODUCTIVE

REMOTE DEVICE MONITORING & MANAGEMENT

The management of office equipment can often be viewed as a "pet peeve" among IT-related projects. Productivity-killing and time absorbent in nature, the management, monitoring and reporting of these devices involves an array of obligatory, everyday tasks. At Datamax, we take a different view.

With our exclusive PrintView Program, we'll cover and control print management for you. Datamax's objective remains to reduce administrative burden and expedite service for your office equipment, both of which are achieved through the predictive and proactive level of service that PrintView accommodates. Maximized device uptime, minimal interruptions. That's what PrintView delivers.

23 percent of all IT help desk calls are printer-related, according to International Data Corporation. Through PrintView, we can release your organization's print-related IT Burden. Utilizing management systems such as imageWARE Remote and FM Audit, Datamax automates tasks like toner replenishment and meter readings, and provides technicians direct access to equipment service data, offering enhanced technical insights prior to dispatch. With PrintView, we've got print covered and controlled... proactively and predictively.

23%

23% of all IT help desk calls are printer related.

- International Data Corporation

i m a g e W A R E
Remote

KEY ADVANTAGES:

- Anticipates Service Issues
- Eases Administrative / IT Burden
- Maximizes Device Uptime
- Improves 1st Call Resolution
- Reduces Work Interruptions
- Improves Technology ROI
- Offered At No Cost To Customer

96.6%

For 2022, Datamax averaged a 96.6% Toner Fulfillment Rate based on 10k+ supply orders.

PRINTVIEW | POWERED BY IMAGEWARE REMOTE

PREDICTIVE – PROACTIVE SERVICE DELIVERY

Proactive device maintenance. Enhanced equipment insights prior to technician's arrival. A management solution that leads to less downtime.

PrintView *(powered by Canon imageWare Remote)* provides remote service diagnostics already embedded in the device controller, designed to simplify the management and service of Canon-branded devices from Datamax. With capabilities like proactive device error monitoring and troubleshooting, imageWARE Remote reduces your administrative burden, streamlines service delivery, and contributes to improved operational performance – all at no charge to you.

Canon's SnapShot tool gives our service technicians direct access to your equipment service data right from their mobile devices. SnapShot can help technicians identify the issue before arriving on-site so that they are equipped with the correct tools and parts. As a result, problems are resolved faster and require fewer service calls than ever before.

1 ENHANCED DEVICE INTELLIGENCE

- View current device statistics and performance trends
- Receive automated device service alerts
- Provide technicians direct access to equipment service data from their mobile devices
- Access a mobile database of service documentation that technicians can reference
- Prep and equip technicians with enhanced device insights prior to service delivery
- View consumable parts status prior to on-site visit to ensure uptime
- Leverage device analytics to develop better asset management strategies

2 PROACTIVE / REMOTE DEVICE MANAGEMENT

- Employ device-triggered service calls for help
- Equip technicians with correct maintenance parts prior to each service call
- Resolve service issue(s) remotely where technically possible
- Repair onsite issues quicker, and on the first call, with less impact to your business
- Minimize downtime by reducing unnecessary and repetitive service calls

3 INFORMATION / DEVICE SECURITY

- Data communication is outbound where the device always initiates server connections
- Industry-standard SSL technology is used to encrypt all communication
- Only equipment/service-related data from your device is sent – NOT image data

PRINTVIEW | POWERED BY FMAUDIT™

PREDICTIVE – PROACTIVE SUPPLIES REPLENISHMENT

Proactive toner replenishment. Automated meter reporting. A management solution that leads to more operational uptime.

PrintView *(powered by ECI FMAudit)* is a remote monitoring and management system for proactive toner replenishment to ensure the uptime of your print device. FMAudit manages toner fulfillment of your entire fleet with Supply-triggered delivery functionality. It also automates your meter reading and submission process, eliminating the manual steps involved in collecting and reporting meter reads. Meters captured by PrintView are electronically fed into our billing systems, ensuring invoice accuracy and expectations.

FMAudit is not tethered to a single manufacturer and works with most print devices. It accurately identifies and securely extracts device-specific data from networked copiers and printers. Such data includes manufacturer/model, meter data, consumable levels, and current and historical service and supply status of the device.

ECI fmaudit™

1 PROACTIVE TONER REPLENISHMENT

- Automate low toner alerts across your entire fleet
- Automate low waste container alerts
- Automate the generation of supply replenishment orders
- Ensure needed supplies are shipped to you prior to depletion
- Eliminate your need to manage and store large or diverse onsite supply inventories
- Maximize operational uptime and avoid untimely business interruption

2 AUTOMATED NO-HASSLE METER COLLECTION

- Eliminate your need to research and submit meters every month
- Schedule the automatic transmission of meters to ensure invoicing is accurate
- Leverage accurate meter data to develop better balance print assets and manage costs

3 ACCESSIBLE ONLINE DASHBOARD INTERFACE[1]

- View/analyze all Datamax-contracted print devices via browser regardless of manufacturer
- Identify low or high print usage devices previously unidentified
- Access one central location for all Datamax-contracted print devices

4 INFORMATION / DEVICE SECURITY

- Industry-standard SSL technology is used to encrypt all communication
- Only equipment/service-related data from your device is sent – NOT image data

KEY ADVANTAGES:

- Automates Toner Replenishment
- Eases Administrative / IT Burden
- Minimizes Client Inconvenience
- Maximizes Operational Uptime
- Automates Accurate Meter Reporting
- Reduces Work Interruptions
- Offered At No Cost To Customer

98.6%

Datamax has maintained a 98.6% average billing accuracy for 2022.

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El Dorado, AR | 870.444.2537

Datamax Fort Smith
Fort Smith, AR | 479.782.5546

Datamax Hot Springs
Hot Springs, AR | 501.624.4496

Datamax Little Rock
Little Rock, AR | 501.603.3000

Datamax Texarkana
Texarkana, TX | 903.336.6715

Datamax Dallas/Fort Worth
Coppell, TX | 972.432.2300

Datamax Longview
Longview, TX | 903.758.2679

Datamax Lufkin
Lufkin, TX | 936.699.4455

Datamax Sulphur Springs
Sulphur Springs, TX | 903.885.3375

Datamax Tyler
Tyler, TX | 903.939.2255

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TECHNICAL BRIEF

PRINTVIEW - POWERED BY IMAGEWARE REMOTE

TECHNICAL ELEMENTS:	
• Core Technology:	Canon Embedded Remote Diagnostics
• Hardware/Software Installation:	No addional hardware/software is needed
• # of Supported Canon Devices:	Unlimited
• Data Elements:	Printer/service/meter data only (NO image data)
• Data Transmission:	Device-initiated only outbound data transmission
• Data Format:	CSV
• Communication Protocol:	HTTPS
• Server Authentication:	SSL Encryption
• HIPAA Compliant:	Yes
• Customer Dashboard:	No, but reports are available

PRINTVIEW - POWERED BY FMAUDIT™

TECHNICAL ELEMENTS:	
• Core Technology:	ECI FMAudit
• Hardware/Software Installation:	Requires PC running Microsoft Windows & .NET
• # of Supported Devices:	Unlimited
• Data Elements:	Printer/service/meter data only (NO image data)
• Data Transmission:	Bi-directional data transmission
• Communication Protocol:	SSL over HTTPS
• Data Format:	XML Stream
• Server Authentication:	SSL Encryption
• HIPAA Compliant:	Yes
• Customer Dashboard:	Yes, Browser-based

Enroll with PrintView today!

To request more information, whitepapers, technical guides, or sign up today, please call or visit us at www.datamaxarkansas.com/contact. For quick access, please scan our QR Code.

printCare™

NEED A PRINT
MANAGEMENT SOLUTION?

Please ask us about our PrintCare program for Managed Print Services. **From printers to processes behind the print, we've got print covered and controlled!**