

# Remote Monitoring & Billing



## About Service Accent Remote Monitoring & Billing

Service Accent utilises data collected by many of the leading print management software solutions. This machine data can now be seamlessly brought into Service Accent to massively reduce the time and costs associated with meter billing, supplies fulfilment and service call logging.

Print Management Solutions are powerful, easy to use tools designed to remotely collect meter readings, automate supplies requests and report service information for managing fleets of printers, copiers, fax machines, and multi-function devices. When used in conjunction with Service Accent it enables you to save huge amounts of time and money on some of the most repetitive and time-consuming tasks you undertake.

**“The Remote Monitoring & Billing module is revolutionising the way we conduct our business. The time and cost savings alone have been nothing short of amazing”** **Mark Stinson, Head of operations, Canotec Ltd**

## Meter page/count readings

Once installed at your client site a compatible print management software solution enables you to set up configurable schedules for meter reading alerts which means that meter readings can be produced with virtually no human intervention required. What's more it is possible to use print management solutions to collect meter/print information for virtually any device on the network, regardless of whether or not you supplied the device. The sales opportunities that this could present are substantial. Imagine being able to go to your customer with a complete breakdown (and costing) of every page sent to every device within their business?

From an administrative and billing perspective there are no more phone calls, no more faxes, and no more emails required. The print management solution will automatically 'send' meter readings to you weekly, monthly or at whatever interval you wish – Service Accent picks up these readings and your invoices are produced in a matter of seconds.

## Supplies fulfilment

How would it be if your machines notified you automatically every time they were running low on toner? How would the customer feel if they received new toner from you just prior to them running out? Service Accent Remote Billing and Monitoring makes managing the supply of toner and other consumable items a simple, seamless process. The device sends an alert to a dedicated email address and Service Accent picks up this email and logs a new toner delivery job/sales order with no phone calls, no emails and no fuss. The benefits of this are numerous but customers 'hoarding' toner could be a thing of the past. Do you know how much toner you have sitting in the machine cabinets at your customers sites?

## Service call alerts

Configurable alerts\* can be set up on a customer by customer or machine by machine basis. When such an event occurs an alert is sent which is picked up automatically by your Service Accent system and a job is automatically logged. Your Escalation rules can even be set to send an email to your service/support staff notifying them that a new job has been logged for that customer/machine. In many cases the customer may be unaware that there is a problem until your engineer turns up at their door to provide a solution. How's that for customer service?

\*Functionality varies with the print management solution, contact us for details.

## Quick facts

### How it works

A compatible print management solution is an application you install at your clients' site. This locates devices on their network and sends regular updates to the applications server(s) using a secure connection.

Service Accent retrieves this device information and updates your database with meter readings, as well as generating jobs for faults and raising toner orders\*.

### What you will need

In the office, you will need a server or workstation with internet access to run the Service Accent Remote Console. You do not need to configure any in-bound connections but email access is required.

You will also need to configure a dedicated POP3 or Microsoft Outlook Exchange account.

In the field, you just need to install the print management application on a computer at each of your customers' sites and set the customer up on the web-based management portal.

You can control how regularly meter readings are updated and which alerts you want to receive, for example, "low toner" and "paper jam" while ignoring "paper out" and "offline".

### More information

Learn more about Remote Monitoring & Billing at: <http://printmanage.info>