



## COST-EFFECTIVE DOCUMENT OUTPUT

Itec SyncPlus is an online health and status monitoring solution that reduces the need for user intervention and boosts system uptime by automating a number of key processes and tasks for your print fleet.

Printer downtime is a massive headache in any office environment. A multifunctional printer (MFP) that unexpectedly experiences a fault or runs out of toner can cost hours of productivity and disrupt workflow for days in a busy office. What's more, out-of-order document output devices are a massive drain on the IT department's time, accounting for an estimated 30-40% of helpdesk calls in an average organisation. "That is why companies need to put tools such as Itec SyncPLUS in place to stay on top of service and maintenance issues in their document output infrastructure" says Greg Lock, Senior Solutions Architect at Itec SA.

### Itec SyncPLUS resolves three core problems that cause strain on office efficiencies:

#### REMOTE PRINT MONITORING

Itec SyncPLUS was developed by Itec to automate the reporting of common service and maintenance issues of document output devices for reliable performance and accurate billing. This powerful technology allows Itec to manage your infrastructure from a distance as effectively as it could if it had a technician on-site monitoring your devices 24 hours a day.

#### AUTOMATIC COMMUNICATION

If one of your print devices is about to run out of toner or experiences a technical fault, Itec SyncPLUS enables automatic communication to our support centre allowing us to take action quickly with the minimum amount of interruptions to your workflow or IT resources, since we have the information needed at hand to diagnose and repair.

#### FLEET OPTIMISATION

The device usage data collected by Itec SyncPLUS provides you with everything you need to manage and optimise your print fleet. Powerful analytics presented in human language allow you to understand the behavioral patterns in the data and know where to focus to avoid costly mistakes and control costs.

## Benefits of Itec SyncPLUS



#### EASY PRINT MANAGEMENT

At a glance overview of your print management that saves time while growing your business.

#### AUTOMATED SUPPLIES ORDERING

Create automated supplies ordering and track existing and potential business, using the supplies replacement features.



#### SAFE AND SECURE COMMUNICATIONS

Secure and encrypted transfer of non-user, technical-only data between devices and our cloud SyncPLUS servers, offers peace of mind to any security concerns.

#### ORGANIZE PRINTERS

Organise your printers by mapping them to departments, floors, tags, and location, based on best utilisation trends.



#### DOWNTIME TRACKING

Track how many hours a device is down using the event logging ability.

#### AUTOMATIC COUNTER READING

Get reports on a scheduled basis with all counters needed for your internal processing. Counters are automatically and accurately collected daily from each device for auditing, billing and reporting purposes.



#### GOING GREEN

By monitoring power consumption, SyncPLUS offers potential electricity costs savings by suggesting changes to device settings.

#### ALERTS

Get notified when devices reports any warning or critical alerts including paper jams and supplies low.



#### REMOTE VALUE ADDED CAPABILITIES

Remote panel access, diagnostics and firmware updates allow our service teams to offer proactive service. Centralised deployment of settings and applications to devices is fully managed to improve the value offering to our customers.

