

WHAT IS THE REMOTE DEVICE HEALTH CHECK?

The Remote Device Health Check (RDHC) program is intended to Improve Overall Device Effectiveness and Reduce Unplanned Downtime.

FUJIFILM Business Innovation is at the forefront of creating device technologies that leverage the "Internet of Things" and Big Data. The RDHC uses these, and other, technologies to create accurate and relevant predictions on future device performance.

The best time to solve a problem is before it happens. FUJIFILM Business Innovation's industry leading predictive technology helps reduce the steps and time in resolving problems, allowing for fast and accurate remote machine diagnosis, before they become a crisis.

3 STEPS TO BETTER DEVICE HEALTH

Connect - EP-BB is the backbone of all FUJIFILM Business Innovation Remote Service interactions and is a secure, one way, connection that enables device diagnostic data to be sent over the internet quickly and reliably.

Maintain - Predictively supports devices by performing daily health checks and taking corrective actions resulting in optimum device performance.

Report - A summarised information snapshot, accessible via the FUJIFILM BI Direct portal, showing device health and service history for the previous month.

PREDICTIVE MAINTENANCE SERVICE

Whilst most devices will break down from time to time, the inconvenience and trouble associated with resolving issues can be very time consuming. The Remote Device Health Check aims to resolve that.

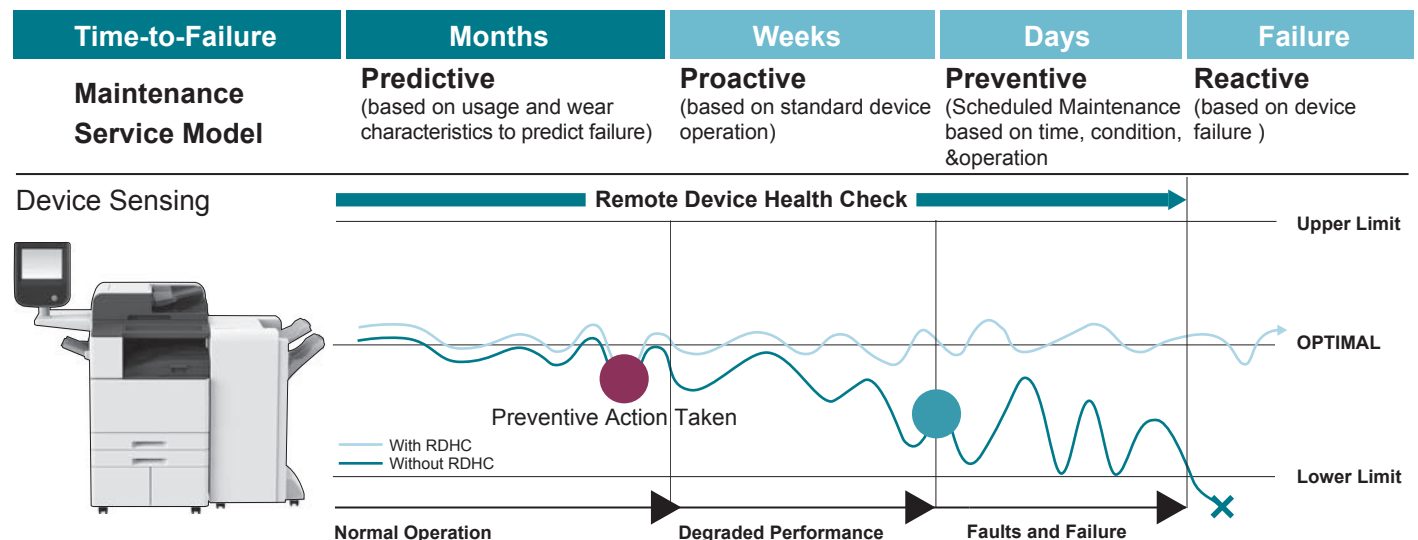
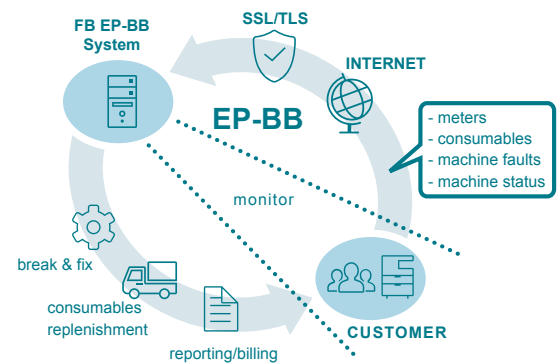
Using data taken from hundreds of device sensing points, and from dozens of different components, we can anticipate the probability of faults and take corrective action before a problem, and downtime, occurs.

The following example illustrates the different times that it takes to detect potential failures at intervals using the four maintenance models commonly used today (Predictive, Pro-active, Preventive, and Reactive). Ongoing performance and reliability for devices that utilise the Remote Device Health Check is better when compared to those which do not.

KEY BENEFITS

- Improve Productivity - replace manual support requests with Automation.
- Accelerate Time to Resolution - issue notification, automated case creation, and expert maintenance.
- Significantly improved Up-Time - providing Customer Engineers with relevant and detailed information about the status of the device before visiting thus reducing service time.

POWERED BY EP-BB



Note: The Remote Device Health Check does not cover all device scenarios. Problems related to Image Quality, Noise, or uncontrollable external factors may not be predicted.

MONTHLY REPORTING

Whilst Remote Predictive Maintenance is intended to keep devices in optimal operating condition, Monthly Reporting is intended to provide greater confidence that we are monitoring and maintaining your device remotely. Monthly Reporting aims to summarise service activities, and other relevant high-level device information.

Device Status Summary (image to the Right)

GOOD - All monitored components are running within the optimal operating range.

WARNING - Data from the device is indicating that there is an abnormality somewhere in the system. Based on this we will action the device feedback to ensure that it is brought back to normal operating condition.

UNKNOWN - The device connection to our Secure EP-BB platform is down and needs to be re-established.

The reported **Device Condition** summarises overall device health, based on a general assessment of Module Status information (information showing general device component area health) under **Device Status Summary**.

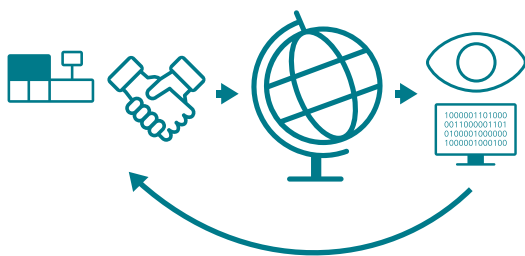
Monthly Service Activity Summary offers detailed information showing service interactions for the month, highlighting dates where FUJIFILM Business Innovation have interacted with your device.

Other information such as the device firmware version is also included in the Monthly Report.

CUSTOMER EXPERIENCE

All content within the Remote Device Health Check program is intended to improve Service Outcomes and the Service Experience for Customers.

Keeping devices connected ensures that FUJIFILM Business Innovation can deliver outstanding service for all of our customers.



Constantly improving all our interactions, both Human and Digital, are at the heart of all our Remote Service initiatives.

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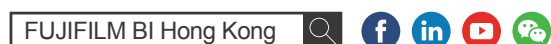
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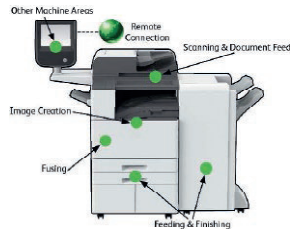
Email: shm-fbhk-csc@fujifilm.com



Model Name: **ApeosPort C4570**
Serial Number: **190006**
Date: **2020-08-01**

Device Condition:
Good

Device Status Summary



MODULE	STATUS
Scanning & Document Feed	Good
Feeding and Finishing	Good
Image Creation	Good
Fusing	Good
Other Machine Areas	Good
Remote Connection	Good

Monthly Service Activity Summary

July 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

RDHC performed. All Good Field engineer resolved onsite
 Preventive Maintenance scheduled Preventive Maintenance performed
 Remote Support provided Device not communicating
 Remote Firmware Upgrade

Device Firmware Version

System Version: **200627_AP7** Update Status: **New Version Available**

Want eSupport for your product?



To access self-help, drivers, documentation, learning resources & more:
<https://support-fb.fujifilm.com/>

Customer support videos are also available at <http://www.youtube.com/fujifilm-support>



CONTINUOUS IMPROVEMENT

The content outlined in this document is intended to communicate all relevant points on the current version of the Remote Device Health Check program.

Did you know ...

- All services provided through EP-BB are Free of Charge, meaning there is no extra cost for the enhanced service quality we offer.
- EP-BB Services cover a wide variety of device needs such as consumable management, monthly meter collection, automated firmware updates, and remote device changes.
- Visit fujifilm.com/fbhk for more information.