

The Way to Maximize Your Uptime



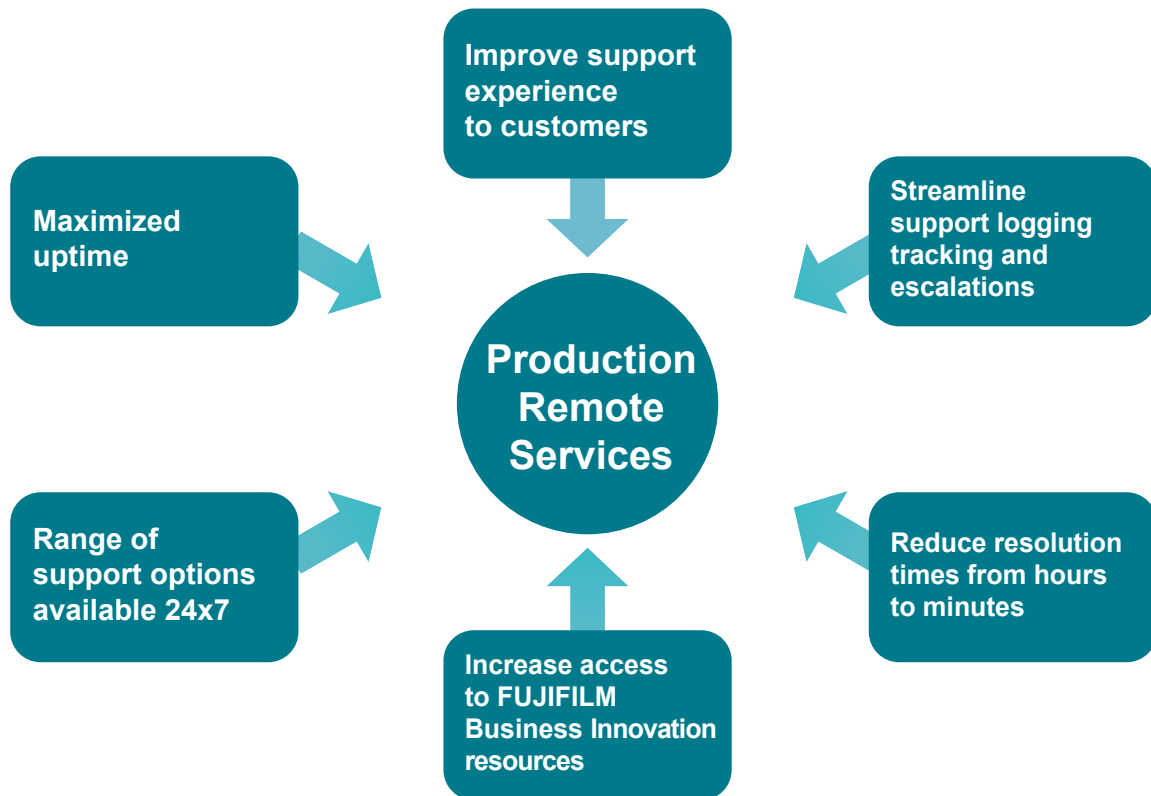
Production Remote Services

Taking services to a whole new level

Production Remote Services is a cutting edge service which ensures that you get maximum uptime from your FUJIFILM Business Innovation digital press. That's why we have thought of everything to ensure that your digital press keeps working the way you expect it to. We are going even further to ensure you enjoy perfect peace of mind with FUJIFILM Business Innovation.

Production Remote Services

It's a partnership where we handle the hard part, while you enjoy great printing performance. The Production Remote Services provides a full suite of managed services that monitor and maintain any printing infrastructure that you are operating. So you always get to stay a few steps ahead of any problem. What better way is there to keep your productivity high at all times?



Connect and relax

With Production Remote Services, we are taking the idea of service to a whole new level. By connecting you online to FUJIFILM Business Innovation using just your existing infrastructure, we can keep tabs on your digital press to know what's going on at anytime and when something needs to be done. It's as if our whole service team is always there with you, even when they are not!



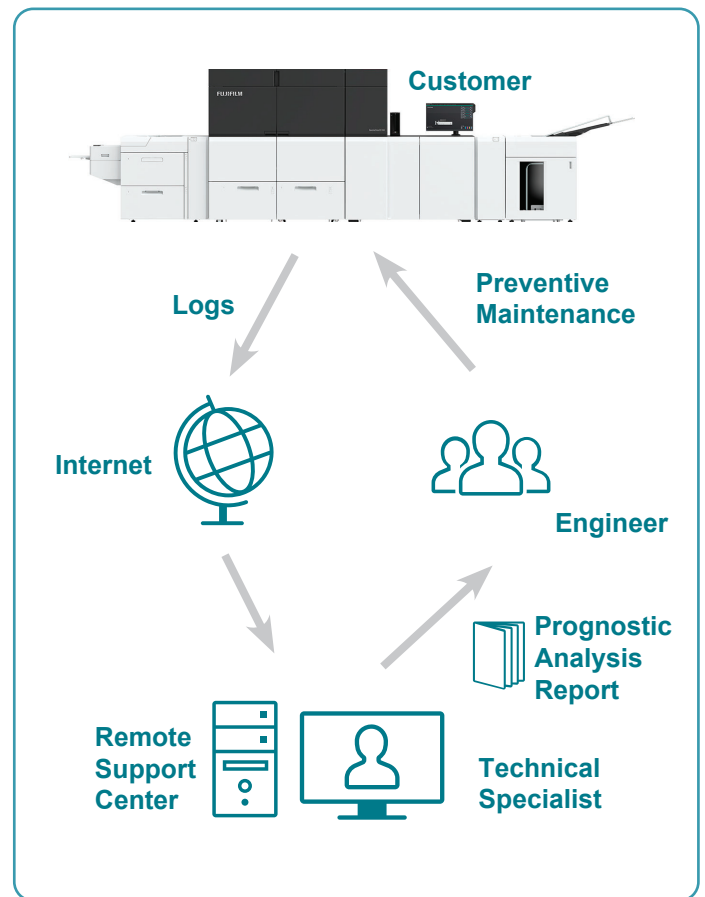
Introducing two innovative new services

Prognostic Analysis

There's no better way to fix a problem, than by preventing it in the first place. Using data log sent online from your digital press, our engineers can provide quick and accurate prognosis of any likely problem and nip it in the bud by sending field personnel to provide the required service or maintenance. Effectively pre-empting a problem, means doing away with all the downtime that it would bring in its wake.

Remote Desktop

Think how much downtime can be reduced if we can identify and fix a problem, without having to physically visit your office. Using an Internet connection and with your authorization, our engineers can remotely diagnose any problem of your digital press, and use remote support tools to fix it or guide you towards solving the issue. You get the problem resolved in the shortest possible time, and save all the time you would have spent waiting for our servicing team to come knocking on your door.



About FUJIFILM Business Innovation Technical Support Centre

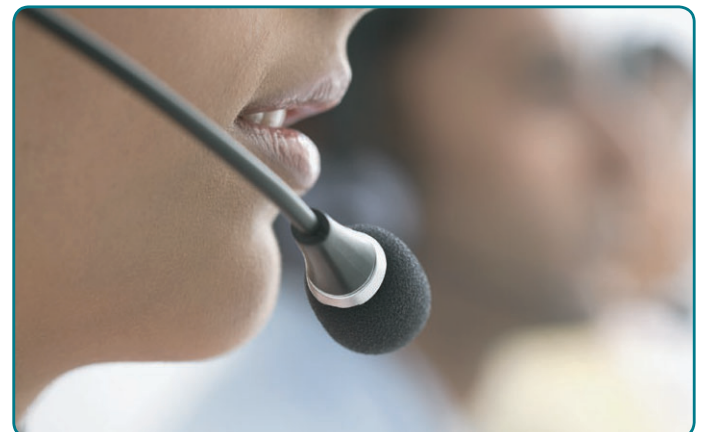
The FUJIFILM Business Innovation Technical Support Centre is manned by a team of highly skilled and industry certified IT professionals who provide advanced support in all hardware, software and document management solutions. They wield a host of diagnostic tools, and enjoy access to a state-of-the-art laboratory where technical issues can be replicated and timely solutions found. All of these advantages allow them to offer a level of support that meets the highest industry benchmarks.

The FUJIFILM Business Innovation Technical Support Centre has earned the SERVICE CAPABILITY & PERFORMANCE internationally recognised Service Capability and Performance (SCP) Certification for its commitment to excellent customer support. This certification, requiring stringent annual audits for renewal, is your guarantee of the highest standards of service, made possible through exhaustive training and a system of constant feedback, reviews and updates which keeps the team on the leading edge.



Security Guaranteed

The security of your business information is fully protected when you make use of any of our remote services. All communication between your digital press and FUJIFILM Business Innovation uses SOAP over an encrypted HTTPS (SSL) link and can only be initiated by you, never by us. The only data transferred to us are maintenance-related or counter information, such as billing meter readings, fault alerts, consumable alerts and usage counters. Your documents, images or settings are never ever communicated to us.





Benefits that you will enjoy

Production Remote Services is one big leap over and above conventional telephone-based servicing, solving problems in the shortest possible time and offering you a host of significant benefits:

Real time updates

Enjoy the highest levels of press performance and uptime, all year round. Real-time updates mean much quicker diagnoses and resolution of problems compared to a physical visit from our service team

Proactive monitoring

Prevention is much better than cure. Constant, proactive monitoring allows us to detect problems ahead of time and take preventive action to avoid costly downtime

Constant update and improvements

All of FUJIFILM Business Innovation's latest engineering tools are at work for you, including constant updates and improvements that help us better monitor, diagnose and resolve problems

Optimizing your performance

Constant monitoring means we understand your print environment better and can make regular recommendations to modify and optimize your press performance

fujifilm.com/fbmy

FUJIFILM

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