BuyersLab
GOLD
TESTED SOLUTION
• 2 0 1 9 •

Product: Lexmark Cloud Fleet Management

Version: 2.x

Software Developer: Lexmark

Web: https://www.lexmark.com

Lexmark™

Lexmark Cloud Fleet Management

FEATURES & PRODUCTIVITY	
USABILITY	
IT ADMIN & SECURITY	
SUPPORT & TRAINING	
VALUE	

For more information on Lexmark Cloud Fleet Management and other Lexmark products, see BLI's comprehensive coverage at Buyerslab. com/Solutions

About BLI: Since 1961, BLI has been a leading test laboratory in the world of digital imaging equipment. BLI is completely independent in all of its testing processes and subsequent reporting. All of BLI's product evaluations are conducted by highly experienced employees in its on-site testing facilities in the United Kingdom and United States where hundreds of new copiers, printers, wide-format devices, scanners, faxes and multi-function (MFP) products are evaluated and reported on each year.

OVERVIEW

Lexmark Cloud Fleet Management (CFM) is a free, hosted management system that enables Lexmark dealers and MPS providers to remotely secure, control, monitor, and manage their customers' fleets of compatible Lexmark output devices. After a one-time setup, devices can be managed remotely without the need to go onsite or be on the same local network, and the secure tool helps partners improve service delivery, track usage, and improve profitability in managed accounts.

CHIEF BENEFITS

FEWER COSTLY ON-SITE VISITS– The ability to handle most fleet management chores remotely will greatly reduce the number of visits field technicians need to make to customer sites, which saves time and improves profitability for dealers and MPS service providers. The solution also indicates when a firmware update is available and enables personnel to install them remotely, which can help keep devices secure throughout their entire lifecycle.

INFORMATION AT A GLANCE– Dealers and MPS providers can monitor all print. Print information can be complied into a wide range of report templates for easy analysis and for sharing with customers. Users can also create cards that visualize real-time usage statistics and mount them on the main page.

SCALABLE AND FLEXIBLE— Future-thinking businesses will appreciate the flexibility of the hosted cloud architecture, which enables updates to be available immediately and new features and functionality to be added seamlessly.

OUR TAKE

With CFM, Lexmark has made it easier for its dealers and MPS partners to manage their customers' Lexmark fleets—and made it easier for them to be profitable doing so. This free tool, hosted in the cloud by Lexmark, enables a range of fleet management chores to be handled remotely, such as the ability to monitor page volumes and supplies levels. Information can be funneled into Cards that are mounted on the solution's main page, so users can have convenient access to real-time usage statistics. This information can also be sliced and diced into a wide range of canned reports which can be easily shared with customers.

The result? Dealers and MPS providers can reduce the need for profit-killing site visits while boosting customer satisfaction. Furthermore, growing dealerships and MPS providers don't have to invest in additional in-house fleet-management infrastructure as their number of devices in the field grows.

Features & Productivity

CFM's core fleet-management features are quite impressive, especially for a cloud-based tool. Dealer personnel can discover and automatically configure new devices, and subsequently view full device information, including each connected device's IP address, serial number, model name, polling information, firmware status, assigned configuration profile, lifetime page count, tags, location, hostname, color capability, fax capability, printer type, and duplex capabilities, and whether the device has a hard drive installed.
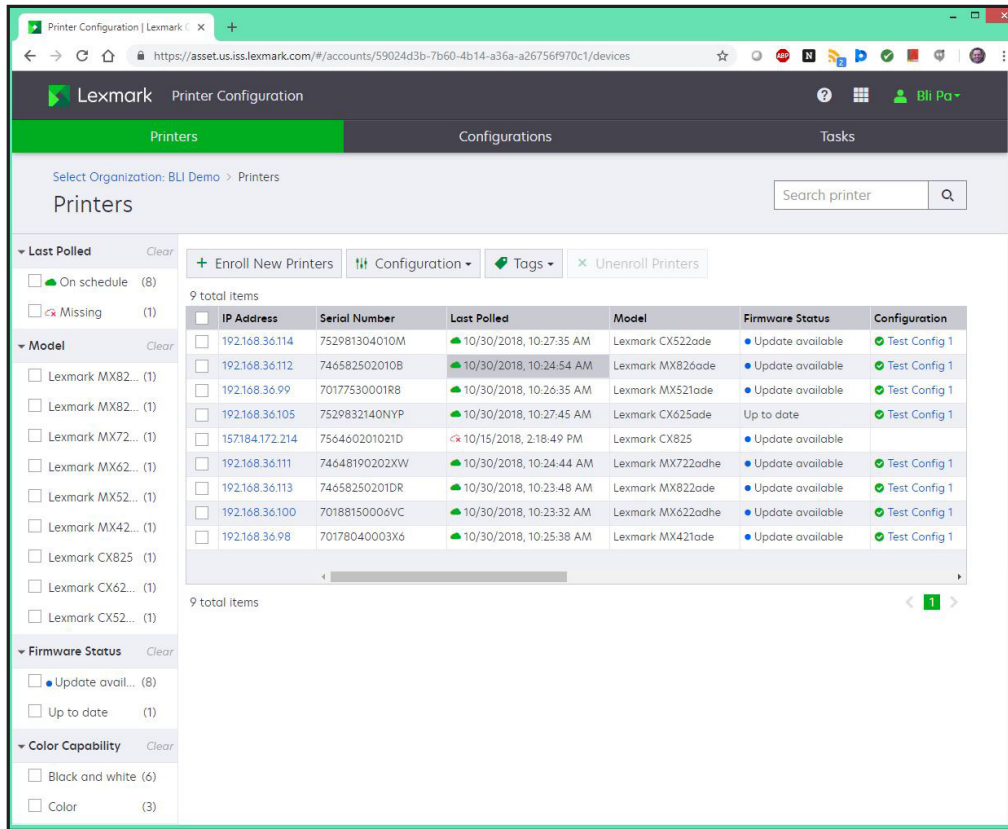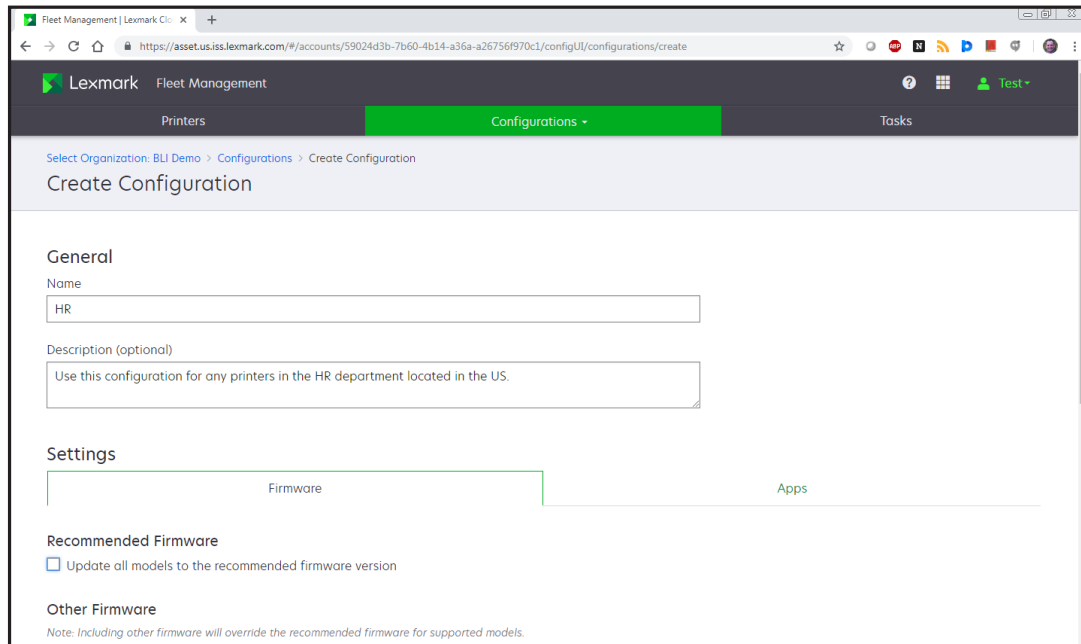

Lexmark Cloud Fleet Management compiles pertinent device data into an easy to read table.

Unlike most third-party fleet-monitoring tools used for MPS engagements, CFM lets dealer technicians update machines remotely. They can push out new firmware versions and even update or install embedded apps—tasks that usually require a device-side visit, or at least access to a tool such as Markvision Enterprise that resides on the customer's network. Technicians can also create and apply configuration profiles (most notably security profiles) and execute other tasks. That said, in this early stage of the solution's lifecycle the configuration functionality is somewhat limited; but according to Lexmark, subsequent versions of CFM will support UCF/VCC and enable administrators to configure more settings (similar to what's currently supported by Markvision Enterprise) and manage a larger selection of Lexmark's eSF Solution catalog.

Lexmark Cloud Fleet Management simplifies device configuration processes.

CFM can also be invaluable for troubleshooting. Dealer personnel can access log files remotely to streamline diagnosis of issues and remotely reboot a device when needed. The dealer can even push a message to the touchscreen of enrolled devices to notify end users that a service action has been initiated, which can greatly reduce repeat support calls for the same issue.

The reporting functionality (found under the Analytics tab) uses charts and graphs to simplify the way dealers and MPS providers interpret data. Reports are filtered by date range, with selections for the last 30 days, last month, this month, last 90 days, this year, or custom (pick a start and end date visually using a calendar). Reports can be exported as CSV files or printed. Administrators can also create cards to visualize print data at the organization and child organization level

Usability

CFM offers an easy user experience that simplifies fleet management. The main screen is customizable and has shortcuts to all the solutions core features and functionalities. Cards can be added, deleted, and edited at any time. Administrators can decide how many columns should be displayed (2, 3, or 4) and the order which cards should be arranged to their liking. Creating reports is as easy as filling out a short form; Administrators simply select the organization, report level details, the report type, and the date range.
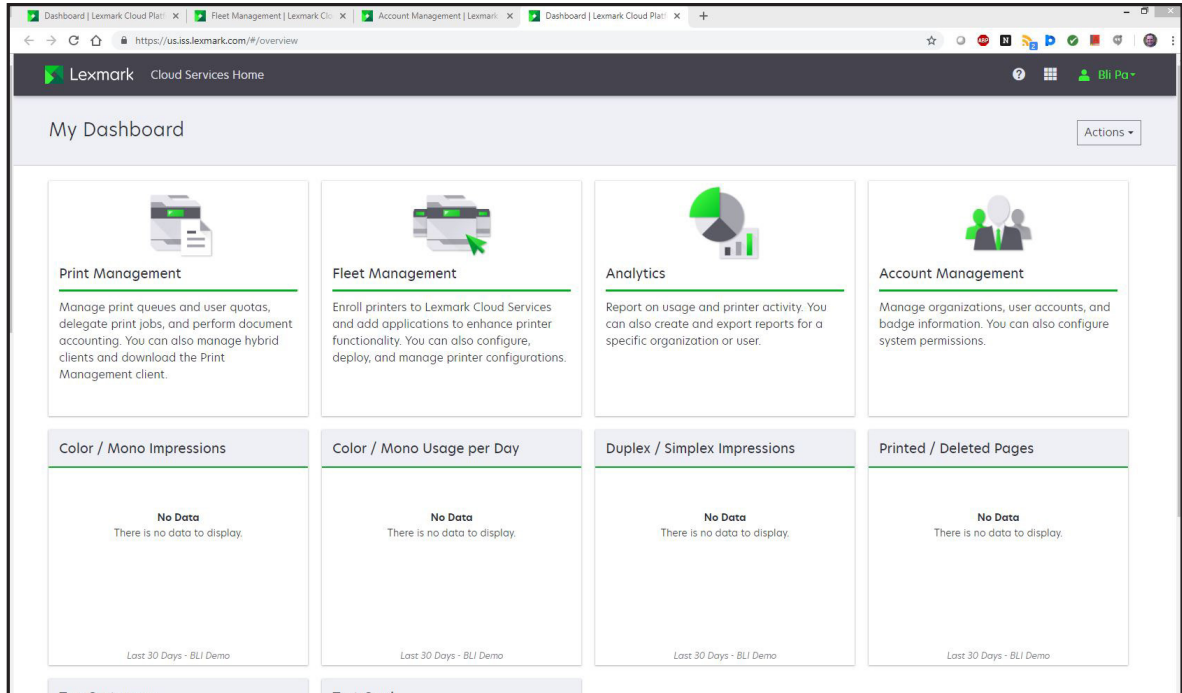
The UI is simple and provides administrators with fast and easy access to all the solution's core features and functionalities.

IT Admin & Security

Since the solution is based in the cloud, MPS providers and dealers won't have to put in a lot of time and effort to set up and manage the solution—especially compared to on-premises competitors. In addition to reducing costs, Lexmark partners reported an uptick in customer acceptance, which they attribute to the solution's real time data monitoring capabilities. The solution comes with the Printer Enrollment Tool, which streamlines setup by automatically discovering printers and MFPs. The solution also enables administrators to bulk add users and badge information using CSV or TXT files. Once in the system, administrators can separate users into groups and assign different roles to that group. Conveniently, the solution can integrate with active directory and existing authentication solutions, which would make it even easier for administrators to add users and setup their accounts.

Once it's set up, CFM won't require a lot of ongoing administration. At the most, dealer personnel will have to change print configurations as needed; enroll and unenroll printers as they are deployed and retired; and add, remove and edit user profiles as employees are hired, leave the organization, or take on a new role in the organization. According to Lexmark, some partners provide customers with their own Admin account, so customers can perform some IT functions like managing firmware and security settings without having to bug the dealer. This is a common practice in environments where a fleet of printers might be spread out across a large geographic region.

Support & Training

Support and training is provided by the Lexmark. Phone tech support is available 24/7 over the phone

The solution links to a knowledgebase that includes administrator and user guides and release notes. Also on that page, customers can register devices with Lexmark, view warranty statuses and information for devices and consumables, find service providers and parts, browse Lexmark's tech library, view Apple and Windows OS information, read firmware FAQs, and watch Lexmark product videos. Users can also use the Assisted Service feature, which enables a Lexmark Service Representative to connect with your computer remotely to trouble-shoot, install updates, and more.

Value

CFM is available for free to Lexmark's official partners. The solution provides dealers and service providers with a great deal of flexibility, since they can scale the solution as the number of devices in the field grows, without having to purchase, set up, and support additional infrastructure. Dealers and service providers can also leverage the solution's reporting function to find and unlock potential savings for their customers—be it by removing or replacing high-cost per page devices, or identifying a bottleneck that is hurting the bottom line.

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STRENGTHS

- Monitor, configure, update, control, and manage an entire fleet of printers and MFPs remotely
- Fast and easy user onboarding and device enrollment processes streamlines deployment and ongoing administration
- Apply firmware, software, and application updates for enhanced device performance and security
- Granular reporting engine can identify potential savings and bottlenecks
- Flexible, scalable solution can grow as needs change

WEAKNESSES

- Functionality is limited to a subset of Lexmark devices (or those sourced from Lexmark by partners)
- Help page could be better organized and more approachable

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PRODUCT PROFILE

Versions:	Lexmark Cloud Fleet Management is part of the Lexmark Cloud Services suite that currently also includes Lexmark Cloud Print Management
Pricing:	Free to official Lexmark partners
Major Features:	Automatically discover devices across the entire fleet; view firmware status and deploy updates to keep your fleet secure; deploy device configurations, files, email/fax shortcuts, and applications remotely; usage tracking and detailed reporting; remote reboot and access to logs streamlines troubleshooting processes
Mobile Device Compatibility:	Not applicable
Compatible Output Hardware:	The solution supports over 100 printers and MFPs from Lexmark.
Availability	The solution is available worldwide.
Languages	English, French, German, Italian, and Spanish