



Lexmark Cloud Fleet Management

Proactively manage customer devices from anywhere, while saving the time and cost of travel and improving the customer experience.

As a partner, you know the challenges of maintaining the print infrastructure of your small and medium-size customers. The diversity of their IT environments, unique need and far-ranging locations add complexity and cost to every encounter.

Lexmark Cloud Fleet Management provides an alternative to traditional premise-based pull-print, device management and productivity solutions. Operating on our multi-tenant cloud platform our customers and partners can realize a number of benefits.

- ▶ Reduce time and effort for IT departments in maintaining and supporting the print infrastructure
- ▶ Reduce physical infrastructure required at the customer location(s)
- ▶ New features and security updates with low-impact releases
- ▶ Scalability to support your business over time as it grows by volume and geography
- ▶ Fast onboarding and management of users and devices
- ▶ Easily enroll in additional services over time

You have the autonomy to independently provision customers and configure secure remote access to their Lexmark devices within an easy-to-use portal—minimizing the need for specialized IT skills for customer setup and support.

With Cloud Fleet Management, after a one-time setup, printers can be managed from anywhere in the world without the need to go onsite or be on the same local network. It is a robust and secure tool to help you improve service delivery, track usage and improve profitability in managed accounts.

Change the way you think about customer service delivery

Enrolling your customers' Lexmark devices on the Cloud Fleet Management gives you (and them) access to features and functions that can dramatically improve service delivery and account management. From a secure online portal, you can:

Perform firmware and security updates: Ensure all devices are up to date with latest firmware and security patches and push to multiple devices.

Remote configuration: Deploy files and settings, including app and device settings and shortcuts for email and fax for each of your customers' Lexmark devices without being on location.



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App installs: Install and configure Lexmark embedded apps (eSF) remotely.

Discovery and configuration: Easily discover and automatically configure new devices.

Confirm page counts: Track page counts in near-real time, eliminating the need for email, faxing or phone calls to get page counts.

Troubleshooting: Access log files remotely to streamline troubleshooting with your customers before you get onsite. Speed up escalations with the Lexmark TSC, too.

Reboots: Remotely reboot a device when needed.

Communication: Place a message on the touchscreen of enrolled devices to notify end users that a service action has been initiated and inform them of the status, ultimately reducing repeat support calls for the same issue.

Detailed reporting: Go beyond basic page counts and compile detailed information about usage patterns, toner consumption and more to drive understanding and assist in consultative sales.

Rise above with proactive management and real savings

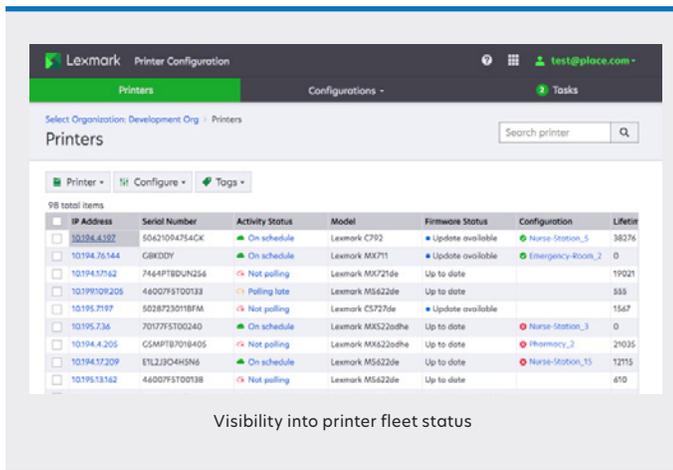
The downtime and delay in resolution of traditional methods of customer support can be disruptive to their businesses and often leads to frustrated customers.

Compiling data from a mix of customer calls, emails and faxes has real labor costs that cut into your profits. Manual processes for collecting page counts and other data places a burden on your customers.

By supporting a more proactive approach to device management in a single integrated tool, Cloud Fleet Management can reduce the number of onsite visits you make while leaving customers happy with the experience. The result is drastically reduced service costs and a big boost to your profitability.

Safe, secure and under control

Finally, Cloud Fleet Management is designed with security in mind. With better visibility to the status of firmware and security settings on all of the Lexmark devices you support your customer's stay more secure than ever. And, with limited access to the tool, your customer lists aren't shared.



The screenshot displays the Lexmark Cloud Fleet Management interface. At the top, there's a navigation bar with 'Printers' selected. Below it, a search bar and a 'Search printer' button are visible. The main content area shows a table with 98 total items. The table has columns for IP Address, Serial Number, Activity Status, Model, Firmware Status, Configuration, and Lifetime. The data rows show various printer models like Lexmark C792, MX771, M5220de, and M54220e, with their respective activity statuses (On schedule, Not polling, Polling late) and firmware statuses (Update available, Up to date).

IP Address	Serial Number	Activity Status	Model	Firmware Status	Configuration	Lifetime
10.124.4.102	50421094754CK	On schedule	Lexmark C792	Update available	Nurse-Station_5	38276
10.194.26.144	GBKDDY	On schedule	Lexmark MX771	Update available	Emergency-Boom_2	0
10.194.137.62	744497BDUN256	Not polling	Lexmark M5220de	Up to date		19021
10.199.109.205	4400F5T00133	Not polling	Lexmark M54220e	Up to date		555
10.195.2197	50287230118FM	Not polling	Lexmark CS720e	Update available		1567
10.195.236	701775T00240	On schedule	Lexmark M5220de	Up to date	Nurse-Station_3	0
10.194.4.205	GMPT87018405	Not polling	Lexmark M54220e	Up to date	Pharmacy_2	21035
10.194.137.209	ETL2J04HSN6	On schedule	Lexmark M54220e	Up to date	Nurse-Station_15	12115
10.195.131.62	4400F5T00138	Not polling	Lexmark M54220e	Up to date		450

Visibility into printer fleet status

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