



Xeretec



Xeretec Pulse Business Intelligence Platform

Providing accurate analytics to monitor and optimise your fleet

Effortlessly Monitor Your Fleet

Designed in-house by our software development team, Pulse is a Business Intelligence platform designed to monitor the behaviour of devices across our customer's fleets.

Pulse's interactive dashboard displays the data in an illustrative format for easy analysis.

Monitor the behaviour of devices across your entire fleet from several different metrics:

- ▶ Volume
- ▶ Uptimes
- ▶ Incidents
- ▶ SLA's
- ▶ Utilisation

Proactive Managed Print Service

Most managed print service providers claim they provide a proactive service, however we believe this is only possible when providing accurate analytics to visibly view and support your fleet.

Pulse integrates with Xerox Service Manager (XSM) to provide current and historical information on your fleet. This data allows us to identify potential issues before they arise, as well as enabling identification of devices that are being under utilised, ensuring you get the most from your MPS and printer fleet.



Pulse is central to a successful and proactive Managed Print Service, providing your business with visibility, transparency and control.

Volume

- ▶ Monitor volume trends over specified time frames, filtering by country, site and asset.
- ▶ Identify which devices are generating the most volume and view the colour and mono split.

Uptimes

- ▶ View the uptime per asset allowing you to identify which devices are experiencing downtime.
- ▶ Drill down further to see all supplies, break-fix and MACD tickets raised on these devices.

Incidents

- ▶ The Incident dashboard gives a snap shot of the total number of break-fix tickets and supplies tickets.
- ▶ View all tickets that required an engineer to visit, detailing engineer response time, resolution time and the number of times the engineer visited before resolving the ticket.

SLA's

- ▶ Visibility on whether contracted SLA's are being reached within the time period selected.
- ▶ Highlighting this allows us to recognise any improvements that need to be made.

Utilisation

- ▶ Identify devices which are producing less than their recommended monthly volume.
- ▶ Identify devices that are producing more than their recommended monthly usage and view break-fix tickets to identify where high usage is causing problems and potential downtime.

Xeretec is a leading integrator of digital print hardware, software, solutions and services, supporting the print needs of businesses across the UK, Ireland and Western Europe. Established in 1991, Xeretec has grown to become both Xerox's largest UK managed print service provider and its largest reseller in Western Europe in terms of scale, enhanced Managed Print Services and heavy and light production print technology.

