

The logo features a red diamond shape on the left containing the word "xerotec" in white lowercase letters. To its right, the words "IT Works" are written in white, with "IT" in a bold, uppercase font and "Works" in a regular, uppercase font. The background of the entire page is a blue-to-purple gradient with a pattern of small white dots that create a 3D effect of overlapping, curved planes.

xerotec IT Works

XERETEC PULSE

BUSINESS INTELLIGENCE PLATFORM

Delivering insight into your print environment

XERETEC PULSE PROVIDING ACCURATE ANALYTICS TO MONITOR & 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



UPTIME



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.



Mono 406,475
Colour 524,597

Copies 17,715
Prints 388,760

Xeretec IT Works

Volumes, By Size

Mono Volumes, By Paper Size

Color Volumes, B



PULSE IS CENTRAL TO A SUCCESSFUL & 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.

UPTIME

- > 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.

FREE DEMONSTRATION

To find out more and to arrange a free demonstration of our Pulse BI Tool, please contact us at marketing@xeretec.co.uk





XERETEC **ABOUT US**

We have a 30-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

WANT TO LEARN MORE? **GET IN TOUCH**

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