ITEC
QUALITY PEOPLE, SMART OFFICE SOLUTIONS

Itec Solutions Series – Sentry

Put a sentry on guard in your print environment

Itec Sentry reduces the need for user intervention and boosts system uptime by automating a number of key processes and tasks.

Printer downtime is a massive headache in any office environment. A copier, printer multifunctional product (MFP) that unexpectedly experiences a fault or runs out of toner can cost hours of productivity and disrupt workflow for days in a busy office.

What's more, out-of-order document output devices are a massive drain on the IT department's time, accounting for an estimated 30%-40% of helpdesk calls in the average organisation. That is why companies need to put tools such as Itec Sentry in place to stay on top of service and maintenance issues in their document output infrastructure, says Holger Groenert, product marketing manager at Itec Distribution.

INTRODUCING ITEC SENTRY

Sentry is a proprietary solution from Itec that automates the reporting of many common service and maintenance issues of document output devices (including printers, copiers, and MFPs) so that the company can manage

these devices on your behalf in a more proactive manner. This powerful technology allows Itec to manage your infrastructure from a distance as effectively as it could if it had a technician on-site babysitting your devices 24 hours a day.

Says Groenert: "The solution alerts Itec as soon as an MFP experiences a fault so that it can dispatch a technician to sort out the problem – often before you even know about it. The end result is that you experience smoother workflow with less disruptive downtime. And it also makes manual meter readings and other admin distractions a thing of the past."

" Thanks to Sentry, Itec knows nearly instantly when your print infrastructure needs intervention, without you needing to pick the phone up and order consumables or report a fault. "

HOLGER GROENERT

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MAXIMISING PERFORMANCE WITH REMOTE MONITORING

Itec Sentry reduces the need for user intervention and boosts system uptime by automating a number of key processes and tasks:

- Automated ordering of consumables
Sentry alerts the Itec service organisation directly when toner and other consumables are running low. That means a consumable delivery can be put into motion as soon as your consignment stock is approaching a predefined minimum.

-Automated service notifications
When one of your devices in your organisation needs technical attention, it will automatically alert the Itec service organisation. Before a technician is dispatched, a remote analysis of the output device will inform Itec what onsite interventions are required.

- Automated counter readings
Sentry makes your life simple with automated meter reading. The solution checks volumes at specified intervals and transmits the data to Itec for correct invoicing.

THE BENEFITS

"Thanks to Sentry, Itec knows nearly instantly when your print infrastructure needs intervention, without you needing to pick the phone up and order consumables or report a fault. And when the technician arrives at your premises to help you with a fault, he will already have the spares and information he needs to quickly resolve your problem," Groenert says.

"That means you won't be waiting hours for your machine to be fixed while a techie runs between your site and a warehouse to get the parts required to fix your machine. And thanks to automated meter reading, you no longer need to take meter readings yourself and send them to Itec."

WHY ITEC?

Itec's Sentry solution is based on cutting-edge technology. It's integrated directly into our Navision enterprise ERP system, offering complete automation of the fault-reporting process.

It's also a secure and convenient solution. Sentry connects your installed output device to our service centre via GPRS, GSM, or e-mail. There is no leakage of sensitive data since the solution only accesses the MFP memory without intruding on images or hard drive data.

Behind Sentry stands one of the country's strongest support backbones for its office automation customers. Itec's world-class system is backed up by a field service force comprising some of the country's top technicians, enabling the company to deliver service excellence to customers throughout South Africa.

WANT TO KNOW MORE?

For more information about how organisations can get the most out of managing and outsourcing their document output environment, call 27 11 236 2000 or visit www.itecgroup.co.za.

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