End User Services (EUS) – Managed Printing

Services

XR App Studio
Reseller location to extend functionality of an MFP/printer.

XR Personalized App Builder (PAB)
Programming toolkit – build your own apps.

Management Tools and Reporting

XR Device Manager (XDM) – XR's Benchmark Tool Suite (XTS)
Web-based asset tracking and management application.

XR Services Manager (XSM) – XR's Benchmark Tool Suite (XTS)
Service and support incident management.

XR Report Manager (XRM) – XR's Benchmark Tool Suite (XTS)
Data analysis and reporting.

Business Relationship Management (BRM)

XR Sentinel
Customer problem and resolution system.

Enhanced Services

XR App Gallery
XR and 3rd party apps to enhance user experience.

XR Easy Translation Service (ETS) App
Language translation in the global economy.

XR Extensible Interface Platform (EIP)
Customized document management solution SW platform.

XR Print Awareness Tool (PAT)
Snap-in tool for personal print management.

XR Workflow Automation Solutions
Migrate manual business processes to digital processes.

Security

XR Print Security Audit Service (XPSAS)
Configure device settings and compliance reporting.

XR Print Management and Mobility Suite (XPMMS)
User-based authentication for security, auditing, and tracking.

XR ConnectKey
Technology-enabled productivity ecosystem providing five attributes: Intuitive user experience; Mobile and cloud ready; Benchmark security (extra security with built-in McAfee technology agent and Cisco TrustSec); NexGen service enablement; and Gateway to new (app gallery).
McAfee agent enables communcation with McAfee tools such as ePO.
TrustSec is a context based firewall, access control solution.

ConnectKey® Technology

Show all features to everyone or hide based on user permissions or access rights.

Personalised workflow creation

PURPOSE: To depict the Wave-3 End User Services (EUS) devices for the XR supplier.

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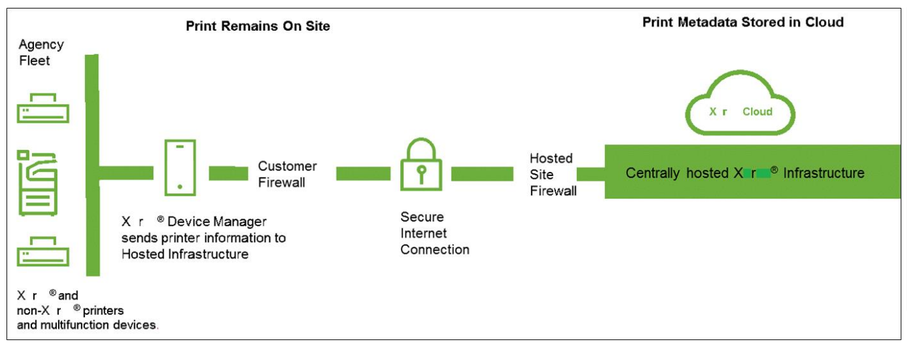
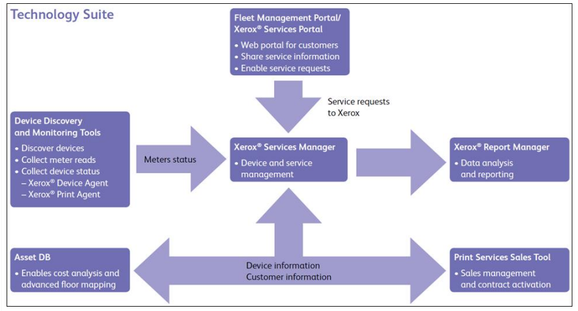
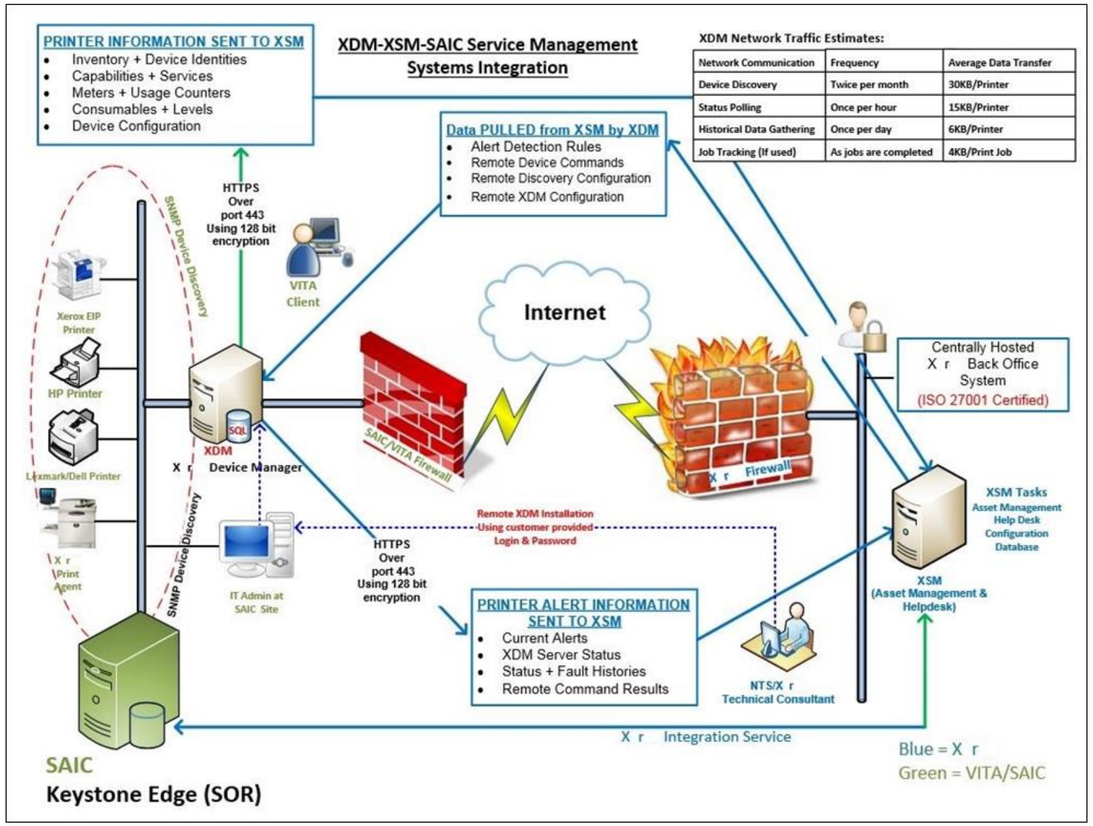
Architectural Artifacts/Graphs/Views/Matrices/etc. reference page: http://pubs.opengroup.org/architecture/togaf9-doc/arch/chap35.html

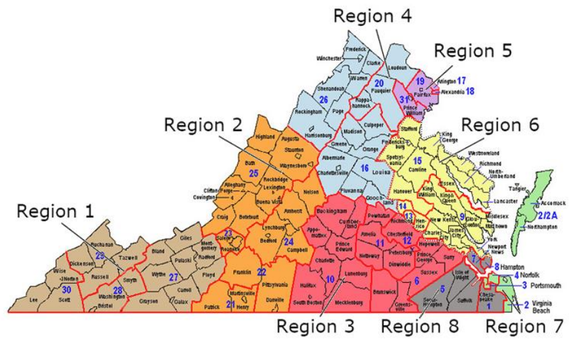




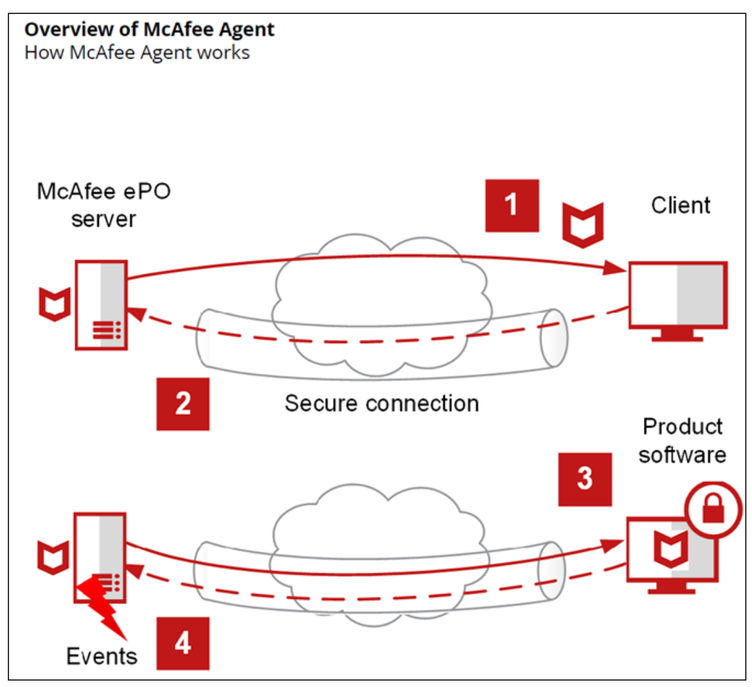


Xerox Multifunction Devices	On-Site Response	Resolution Time	Up Time	Hot Swap
Bronze Service	8 Business Hours	24 Hours	95%	3 business days
Silver Service	6 Business Hours	16 Hours	96%	2 business days
Gold Service (VIP)	4 Business Hours	8 Hours	98%	1 business days

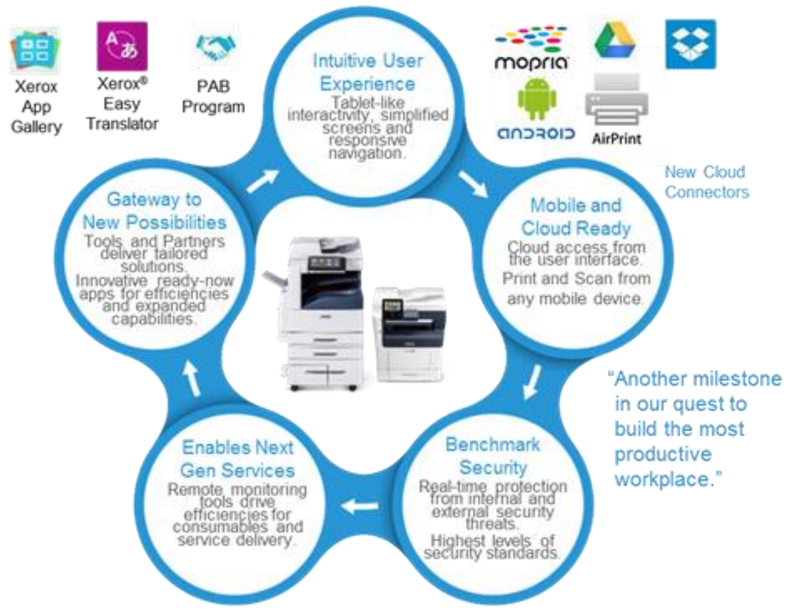
Network Connected Printer	On-Site Response	Resolution Time	Up Time	Hot Swap
Bronze Service	13 Business Hours	48 Hours	95%	3 business days
Silver Service	9 Business Hours	36 Hours	96%	2 business days
Gold Service (VIP)	4 Business Hours	13 Hours	98%	1 business days



Virginia Service Coverage Regions



Backpage View – See other side for model/diagram.



ConnectKey MFD Ecosystem – 2018

The Xerox Extensible Interface Platform is at the heart of both Xerox Extensible Interface Platform® solutions and ConnectKey apps. Without this open platform, neither would be possible.

Xerox Extensible Interface Platform® Solutions	Xerox® ConnectKey® Apps (VARs/Channel Partners)
Server or cloud-based	Serverless; apps reside on the MFP
Comprehensive	Lightweight
Software Development Kit	App Studio with wizard-style tools
At least basic programming knowledge required	Very limited IT knowledge needed when using the Xerox® App Studio

Xerox Extensible Interface Platform® is the foundation.

Xerox Extensible Interface Platform® Solutions

Xerox, developers and partners create Xerox Extensible Interface Platform®-enabled solutions using the Software Development Kit (SDK). Those who want access to the kit simply fill out a short application to join the Xerox Developer Program. For more detailed information about the SDK and the Developer Program, reference the appropriate sections later in this white paper.