End User Services (EUS) – Managed Printing

Services

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

**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.

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

Management Tools and Reporting

**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.

Business Relationship Management (BRM)

**XR Sentinel**
Customer problem and resolution system.

Enhanced Services

**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 communication with McAfee tools such as ePO. TrustSec is a context based firewall, access control solution.

**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.

Enhanced Services

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Security

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

VITA Draft Discussion Document // May-8-2018
ConnectKey MFD Ecosystem – 2018

Overview of McAfee Agent: How McAfee Agent works

1. McAfee ePO server
2. Client
3. Product software
4. Events

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

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

Virginia Service Coverage Regions

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
- Server-based: apps reside on the MFP
- Comprehensive
- Software Development Kit: App Studio with wizard-style tools
- Xerox App Studio
- “Another milestone in our quest to build the most productive workplace.”

Xerox Secure Service Delivery
- Xerox Secure Printing
- Smart Print Policies to allow for effective device and resource management
- Secure Printers
- Xerox Mobile Print
- Secure Copy

Xerox® ConnectKey® Apps (VARs/Channel Partners)
- Lightweight
- Very limited IT knowledge needed when using the Xerox® App Studio

Backpage View – See other side for model/diagram.