

EP-BB enabling Smart Remote Service

The Choice of Intelligent Businesses



FUJIFILM

Top Quality Service, from a Distance

EP-BB enabling Smart Remote Service ensures your device functions at optimum performance levels and maintains device health while keeping your business running. The service proactively sends alerts to preempt performance issues so that it can be re-mediated before they cause operational disruptions.

Enjoy the Benefits at Zero Cost.

The EP-BB enabling Smart Remote Service has proactive and predictive capabilities that allow you to focus on your business needs, while we take care of the device's maintenance and performance issues.



Increased productivity

Smart and proactive alerts mean less administrative time wasted on manual checking and consumable stock management.



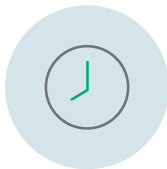
Maximum performance

Automatic health checks ensure your device performs at its optimum functionality at all times.



Proactive service

Fault alerts and diagnostic data are automatically sent to Customer Support specialists who will call you to provide solutions promptly.



Maximised uptime

Accelerated resolution response and timely consumable replenishment to ensure smooth business operations.



Smart reports

Green Reports or Comprehensive Monthly Reports* showing statistics on detailed device usage and environmental impact.

One Secure Platform, Three Smart Pillars

EP-BB enabling Smart Remote Service relies on three pillars for better device health.

CONNECT



Secured connectivity platform

Seamless one way communication between your device and our data centre, to analyse diagnostic data and solve performance issues.



Proactive tools

Automatic fault alerts, billing meter reading, and firmware updates.



Consumable replenishment**

Proactive consumables alerts is prompted when consumables are running low.



Diagnostic data

Device automatically sent to Customer Support helps to troubleshoot malfunctions and analyse device health.



Predictive features*

Artificial Intelligence and Trace Quality Management System use advanced analytics and hundreds of sensors predict performance issues to manage them before they occur.

REPORT



Green Reporting

Monitor print/scan/fax usage, service history information, energy usage, and environmental impacts of your device.



Comprehensive Monthly Reports*

Get a better understanding with detailed summaries of device health status, service activity, consumable usage, and other relevant high-level information.

Celebrating Customer Success

EP-BB enabling Smart Remote Service is trusted by many businesses in the Asia Pacific region. We would like to share a customer success story below.

Challenge

A leading company in Taiwan with 237 local office branches, has 2-3 multifunction devices installed per branch, and they found it challenging to coordinate device maintenance and consumable replenishment without causing disruptions.

Solution

They contacted FUJIFILM Business Innovation Taiwan, and EP-BB enabling Smart Remote Service was introduced to the company.

Benefits

EP-BB enabling Smart Remote Service enabled the customer to enjoy various benefits such as expenses savings associated with meter readers, prompt bill payments, better control of machine usage, efficient toners and other consumables replenishment.

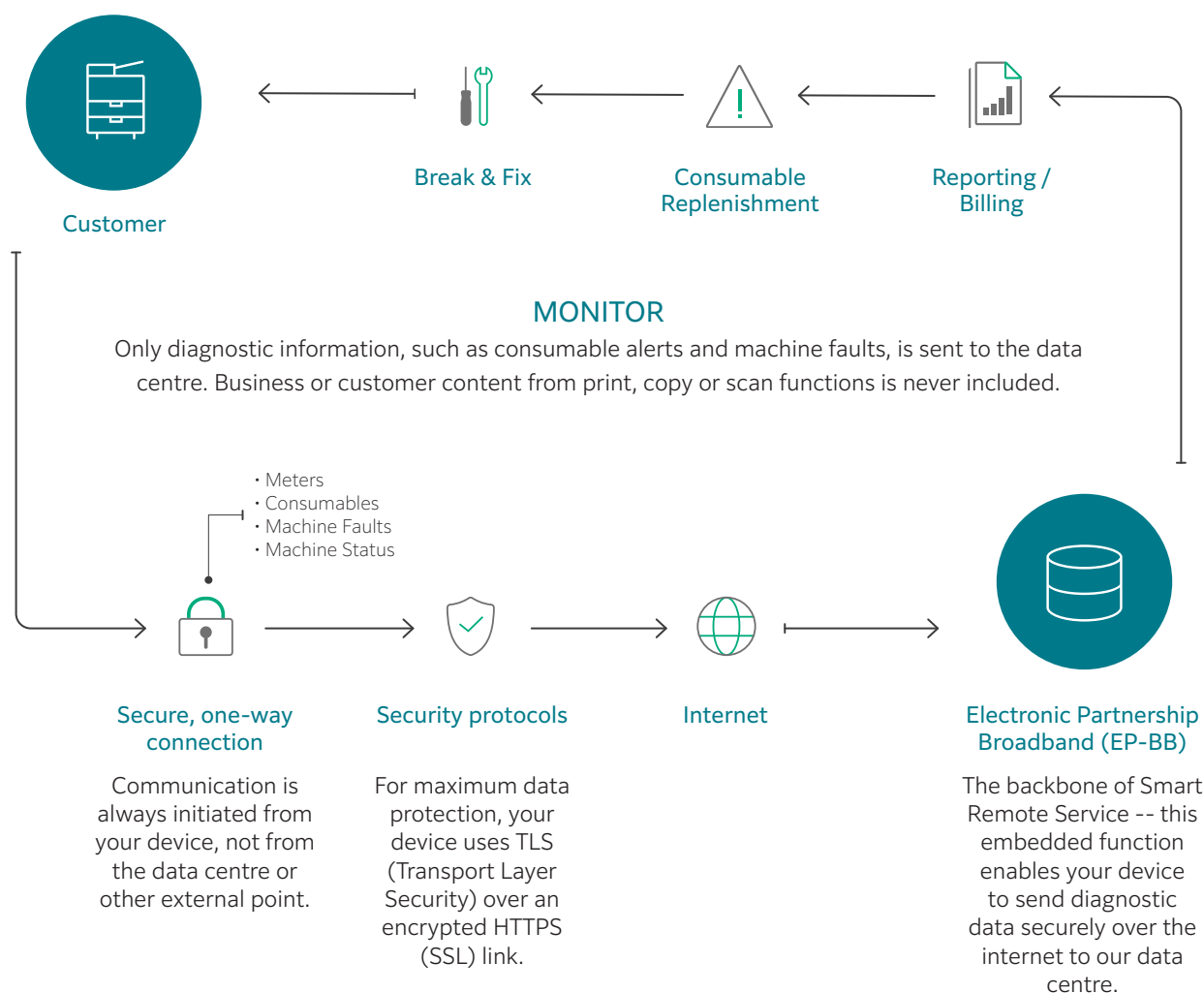
But most importantly, work is not disrupted and there is improved productivity through the automated process.

*Available on selected models only. Fixed Internet connection, proxy server, firewall, and other system requirements to be provided by customers.

**Please note that your toner status will remain low while the system processes your consumable order.

Security at its Core

The technology behind EP-BB enabling Smart Remote Service shows our commitment to drive security and protect our customer's business information, thus allowing workflows to continue securely and seamlessly.



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For Your Safety

Before using the product, read the Instruction Manual carefully for proper use. Use the product with the power source and voltage specified. Be sure to establish ground connection. Otherwise, electronic shock may result in the case of a failure or short circuit.

The information is as of June, 2021.