Remote**Device**Manager *easy*
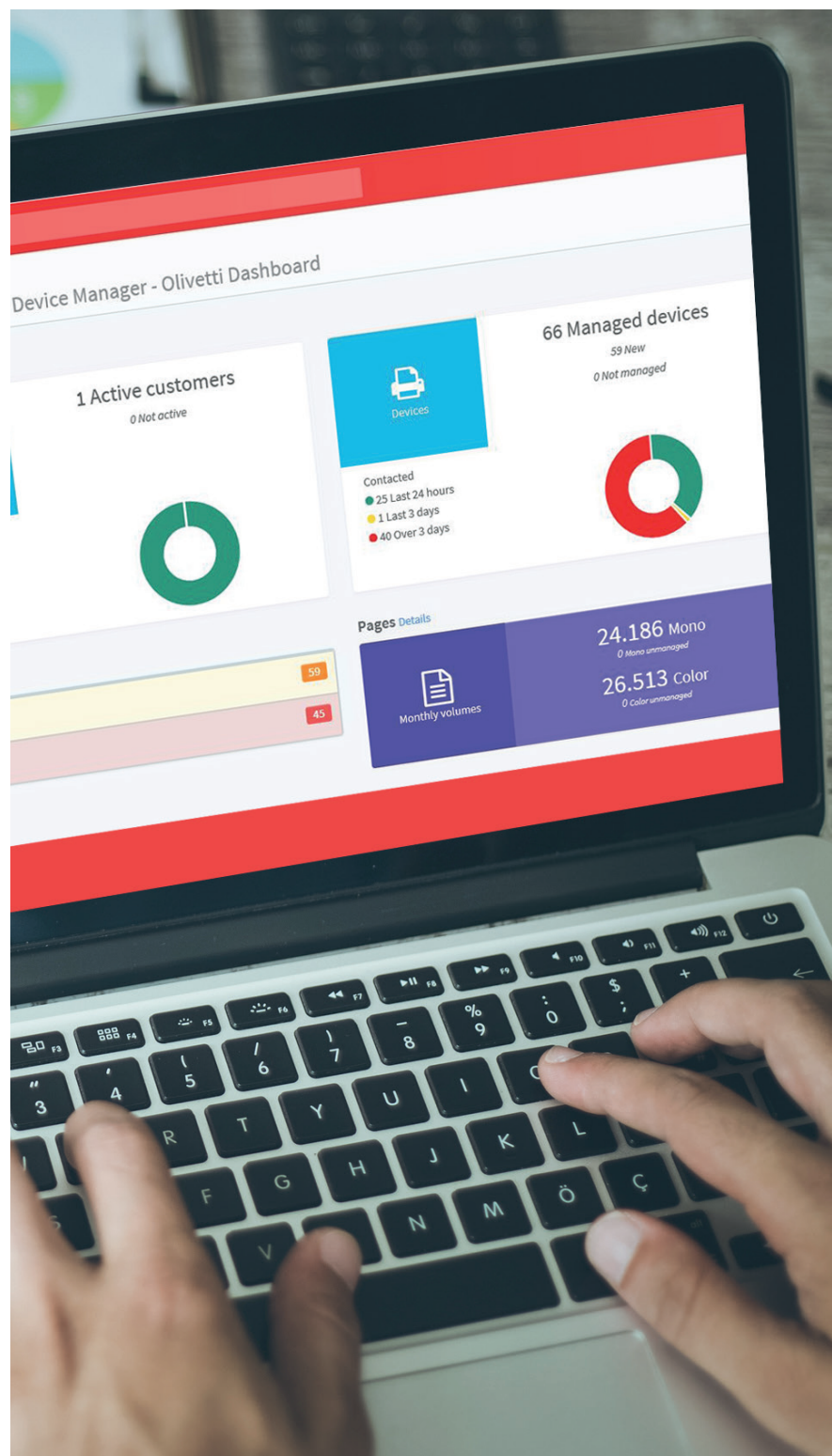
REMOTE CONTROL AND PROACTIVITY FOR ALL PRINTING DEVICES

Remote Device Manager easy provides a system for remotely monitoring printing devices. The SNMP network protocol allows all device functioning and usage data to be read automatically for real-time consultation. This, combined with continually updated databases, means that maintenance services are proactive.

Many types of information can be acquired from each device, including the consumption levels of consumables. In this case, when the programmable threshold value is reached, the system can be configured to trigger an alarm for sending a notification email. The Remote Device Manager easy interface is simple and intuitive to use, allowing different alarm levels to be defined in a few straightforward steps. The content of notification emails can also be personalised.

A web page, based on the HTTPS protocol provides access to the platform while ensuring a safe browsing experience. For enhanced platform security, the web portal authentication process requires the entry of a user name and password.

After accessing the platform with the relevant credentials, a practical dashboard is displayed containing the most important data to facilitate fast and easy consultation.
This consists of a graphical representation of some data elements present in the Remote Device Manager easy database.
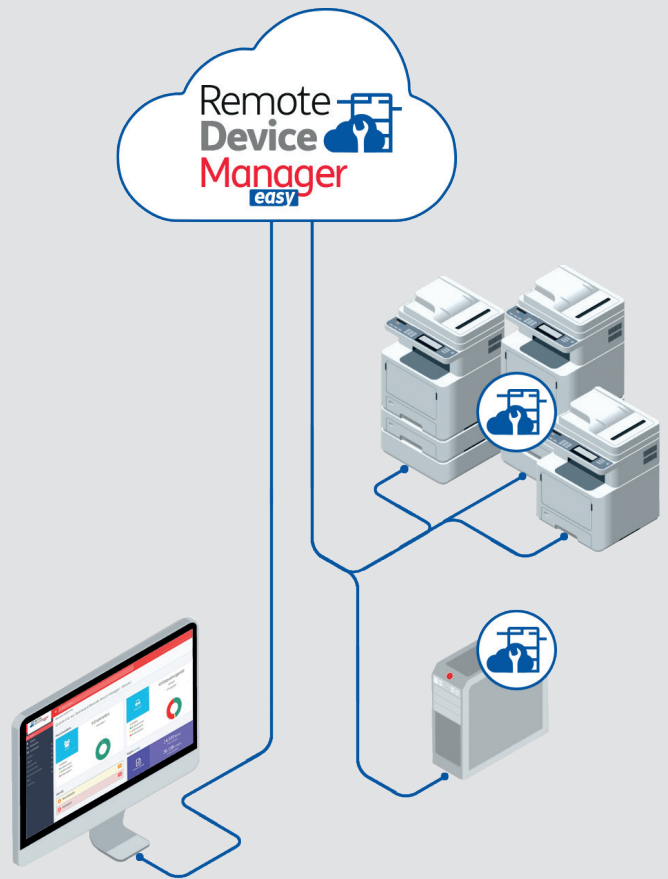
SYSTEM ARCHITECTURE

With just a few assisted steps, a component known as an "agent" is installed on the network where the printing devices to be monitored are installed. The agent can be installed on a PC or Server running any of the operating systems Microsoft Windows, Apple Mac or Linux. Alternatively it can also be installed directly on a multifunctional system present on the network.

During the configuration phase, an electronic GDPR form is provided that must be filled in appropriately : this provides the end-user with a guarantee that any sensitive information will be handled in the correct manner. On completion of the configuration, the agent begins reading the maintenance data from the devices and sends it on to the Cloud server, where it will be archived for later reference on the dedicated web page.

Remote Device Manager easy also offers a contract management tool handling rental fees and invoicing plans.

SERVICE FUNCTIONALITY

USER ACCESS
Access to the web portal for consulting the system maintenance and configuration data is password protected. Different hierarchical access levels can be defined depending on the privileges to be attributed to each single user.

REPORTS
A variety of user-customisable reports are available on the platform which can be exported to the most popular formats (Excel, PDF, ….). Reports can be scheduled to be sent automatically to a given email address.

DATABASE
All printing device maintenance data read by the agent of Remote Device Manager easy is archived in the Cloud Database. The data held in the Database is always up-to-date and easy to consult.

WHY BUY

CONSUMABLES MANAGEMENT
When the toner counter of a printing device reaches the threshold value configured on the system, an email notification is generated. As a result, a new toner is automatically ordered and shipped, so avoiding interrupting printing/copying jobs.

MANAGEMENT SYSTEM INTEGRATION
Remote Device Manager easy provides a set of APIs (Application Programming Interfaces) allowing the data present in its Database to be used by management applications.

MULTIBRAND
The platform monitors all printing devices connected to the network satisfying SNMP v1 and/or SNMP v2 specifications.