




An Itec Service Innovation.

Maximising the efficiency and uptime of your office automation environment.



sentry
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“Your business depends on reliable document output services. A copier, or multifunction product (MFP) that unexpectedly experiences a fault or runs out of toner can cost you hours of productivity and disrupt your workflow for days.”

Uptime all the time.

Itec Sentry – maximising the efficiency and uptime of your office automation environment.

Itec Sentry is a proprietary solution from Itec that automates the reporting of many common service and maintenance issues from document output devices (including copiers and multifunctional products) so that we can manage these devices in a proactive manner.

Your business depends on reliable document output services. A copier or multifunctional product (MFP) that unexpectedly experiences a fault or runs out of toner can cost you hours of productivity and disrupt your workflow for days. Staying on top of the service and maintenance of your expansive fleet of document output devices can be a difficult and expensive battle to win. Do you find that your output device downtime soaks up your IT department's valuable resources and costs you dozens of hours of lost productivity per month? If so, Itec Sentry can dramatically reduce the time and money faulty office automation equipment costs you.

Itec has developed Itec Sentry to help medium-sized and larger organisations like yours to streamline the maintenance and service of your document output infrastructure. Itec Sentry is integrated directly into our enterprise call management and ERP system and faults are logged with accurate information within minutes, expediting our response and dramatically improving your office automation equipment uptime.





“This powerful technology
enables us to remotely manage
your infrastructure as effectively
as if we had a technician on-site
monitoring your devices
24 hours a day!”

A watchful eye...

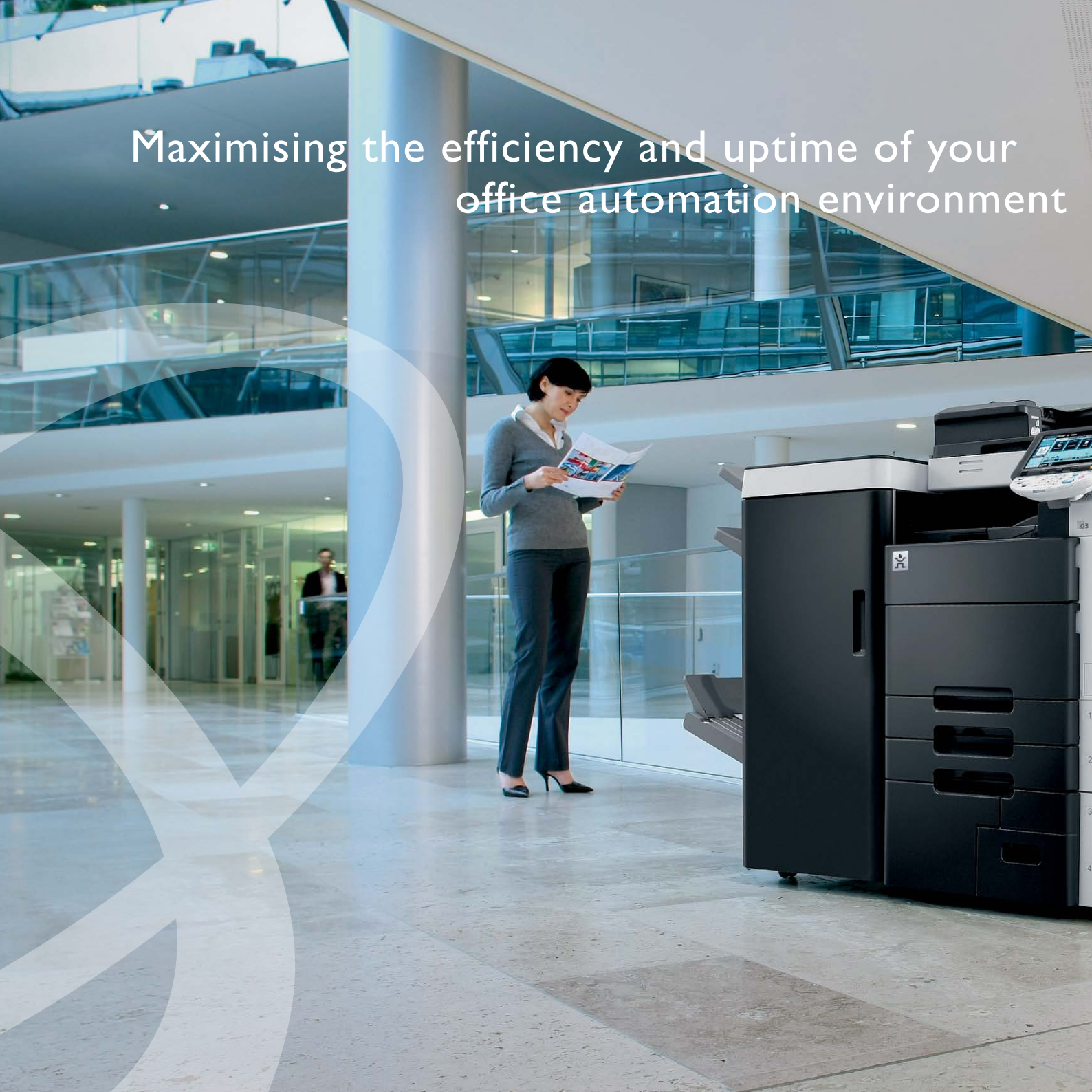
Itec Sentry watches over your infrastructure.

Itec Sentry ensures smoother workflow for busy offices, with less disruptive downtime and fewer administrative distractions. The solution helps businesses run efficient, cost-effective document output environments, based on reliable infrastructure and accurate billing. This powerful technology enables us to remotely manage your infrastructure as effectively as if we had a technician on-site monitoring your devices 24 hours a day!

- As soon as a device experiences a fault, we'll know about it and can take action - quickly and with the minimum amount of visits to your site.
- If one of your MFPs is about to run out of toner, we'll be one step ahead and deliver replacements before it interrupts your workflow.
- Manual meter readings will be a thing of the past because the system will automatically send the data to us at the correct intervals.



Maximising the efficiency and uptime of your office automation environment





with Itec Sentry...

“Itec Sentry is a leading edge enhancement to our support infrastructure demonstrating Itec’s innovative approach to output device service and support.”

Maximise your performance with remote



Automated notifications

Itec Sentry is an automatic event logging and performance data collection system that connects your MFP devices with our Service Control Centre. It is designed to report any abnormalities, substandard performance or warnings that are relevant to maintaining the optimum performance of your output production device. Since this information is being reported to us automatically and without user intervention, the information is complete and accurate.

Automated ordering of consumables

Itec Sentry alerts the Itec service team directly when toner and other consumables are running low. We can set a consumables delivery in motion as soon as the system alerts us that your consignment stock is approaching time for replacement. Your users need no longer concern themselves with pre-ordering stock to ensure uninterrupted production.



monitoring.

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



Automated meter readings

Itec Sentry makes your life simple with automated meter readings, meaning you no longer need to take them and send them to us. Itec Sentry checks volumes at specified intervals and transmits the data to us for accurate invoicing and provides correct print and page volumes by paper size, sparing you the administrative headache. This information can help you anticipate how much paper you will use, helping you control usage and avoid wastage.

Automatically at your service

Before a technician is dispatched, a remote analysis of the output device will inform us what on-site interventions are required. The report the system dispatches will give us the precise details of the problem and information about the device's history, so that our technician will arrive with the spares he needs to carry out the repairs. Far fewer repeat visits to get your device up and running again.

Working smarter not harder.

Itec Sentry is integrated with Itec's call management and ERP system

Direct integration with our call management system means that faults are logged immediately with our fault ticketing system - no manual intervention necessary.

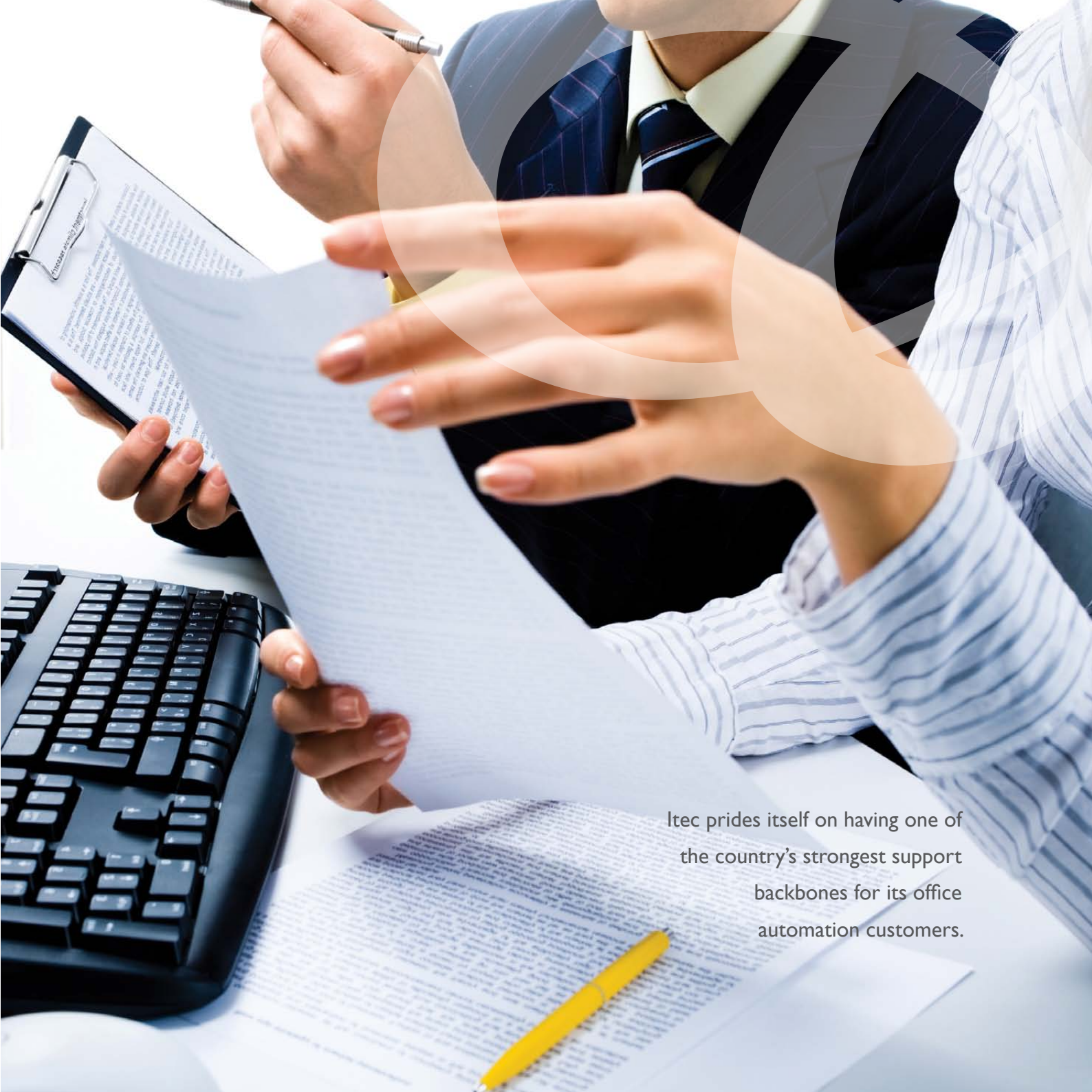
Since we are alerted faster about a problem with one of your copiers or MFPs, we are able to respond more quickly than ever before. Whats more, we will have accurate information needed to diagnose and fix the fault with your system, meaning less time is wasted trying to identify the problem. Finally, our technicians will arrive on site with the tools and spares they need for a first-visit repair.

Connectivity and security features

Itec Sentry connects your installed output device to our service centre via GPRS, GSM, HTTP, Fax or e-mail. There is no leakage of sensitive data, as the system only accesses the device's performance database.

Itec Sentry and Itec's world-class service and support team – a winning combination.

Itec prides itself on having one of the country's strongest support backbones for its office automation customers. Our world-class system is backed up by a field service force comprising some of the country's top technicians enabling us to deliver service excellence to customers throughout South Africa. Itec Sentry is a leading edge addition to this support infrastructure demonstrating Itec's innovative approach to output device service and support.



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