

One Smart Portal. Total Fleet Visibility. Absolutely Zero Guesswork.

Managing a print fleet comes with complexity — but the Xerox® Fleet Management Portal (FMP) brings it all into focus. This cloud-based platform gives you a single point of control for fleet operations, monitoring and seamless communication with clients.



WHY IT MATTERS

Xerox® Fleet Management Portal (FMP) is an entry point to Xerox® Managed Print Services Tools. With powerful fleet monitoring features and comprehensive visibility, FMP allows you to streamline critical tasks and keep everyone on the same page.

- **Real-time visibility** into fleet health, including open tickets, allows you to respond to issues before they impact productivity
- **Fleet status transparency** keeps your clients informed while access to self-service capabilities reduces reactive support needs and improves satisfaction
- **Operational control** is centralized to save time on meter reads, reviewing diagnostics, service requests and checking consumable levels

WHO IT'S FOR

Operations managers responsible for keeping printer fleets humming. With a global, cloud-based toolset, you can see any device anywhere in the world, including remote locations and home offices. FMP is also for clients who need intuitive tools, fast answers and minimal downtime.

WHAT IT DOES

- Device connectivity management
- Real-time printer status and meter management
- Integrated service and supplies status
- Submit service requests and supply orders
- Links to reports
- Access to support links and chat
- Remote diagnostics

HOW IT WORKS

Turnkey setup and configuration for a simple, fleet-wide view anytime with role-based segregation. That way, you can see and stay ahead of problems to avoid downtime. Because no one has time for that.

BEFORE AND AFTER

Before FMP: As an operations manager, you're chasing tickets, reacting to outages and juggling multiple spreadsheets. You have limited visibility and are spending a lot of time calling the help desk.

After FMP: With real-time insights and customer self-service options, you have fewer fires to put out, more control and more time to focus on your business.

DID YOU KNOW?

67%¹
of customers prefer self-service over speaking with a company representative.

81%²
of all customers attempt to handle an issue themselves before contacting a live representative for assistance.

The overwhelming majority of clients prefer to take advantage of self-service as part of a responsive, intuitive interface like FMP.

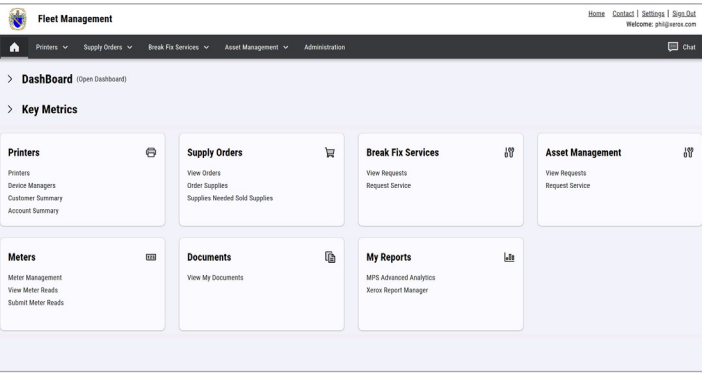
¹ <https://www.zendesk.com/blog/searching-for-self-service/>

² <https://hbr.org/2017/01/kick-ass-customer-service>

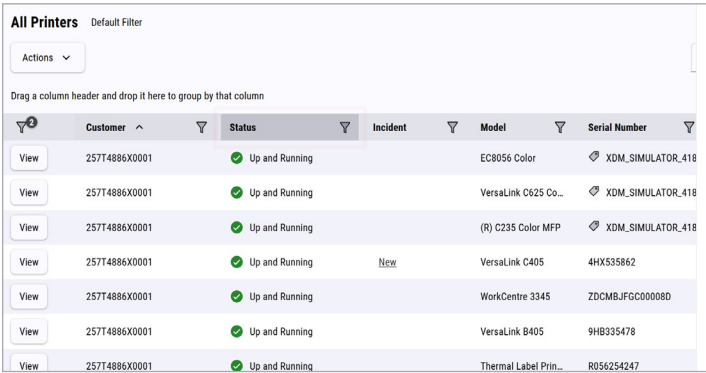
The Whole Picture in One Portal

MANAGE AND MONITOR YOUR MPS TOOLS FROM ONE SPOT

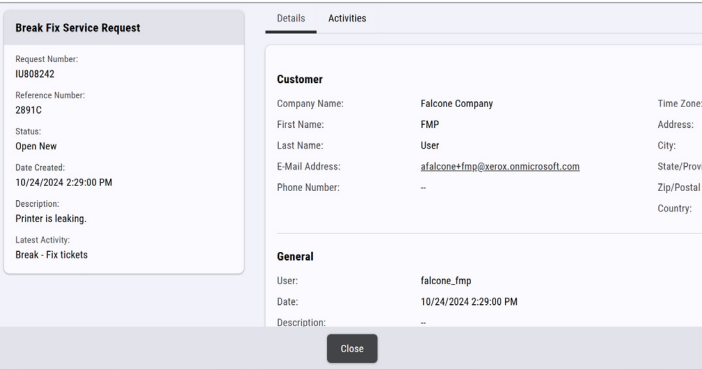
Hybrid, fast-paced work environments demand tools that can keep up. But how can you manage what you can't monitor? With all-in-one visibility and real-time insights, FMP's holistic views provide the visibility you need to stay ahead of downtime. Plus, it helps your clients drive productivity and make faster, fact-based decisions. It's a win-win — they can see live updates and save time through self-service operations, and you get to focus on maximizing uptime. With everyone on the same page, that translates to more meaningful and efficient client conversations and lower costs.



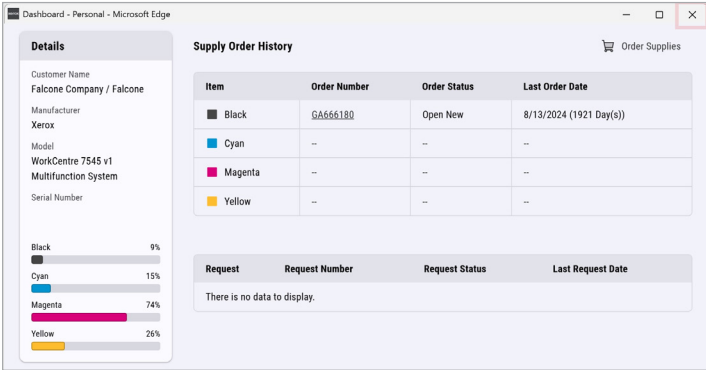
Quick and easy access to fleet management tools with up to 8 configurable panels.



Real-time printer status and meter management.



Review information and updates on Break/Fix Service Requests.



Check and monitor consumable levels and view orders.

Ready to clearly see the big picture?
With everything you need at a glance and at your fingertips, printer
fleet management can't get any simpler. Learn more at xerox.com/FMP.