

# Xerox Remote Support

Online... On Call... On Site...

## Xerox Remote Support: When You Need It Where You Need It

Software and application issues usually occur when you have the least time to spare. Even telephone support with an experienced Xerox support personnel, has some inevitable delays when trying to:

- Clarify or isolate the problem
- Determine your local IT configuration
- Perform remote diagnosis

How much easier would it be if the Xerox support specialist could see the problem and resolve it for you there and then? This would minimize downtime and maximize your productivity.

## Helping You Maximize Your Productivity

At Xerox, we believe our customers expect the highest level of technical expertise and consulting support in order to maximize productivity and deliver business advantages. Xerox Remote Support is one way we deliver on that objective. Xerox Remote Support is a value added secure Internet-based service that enables our support specialist to remotely deliver "over-your-shoulder" visual collaborative service, at the speed of the Internet.

With your permission, Xerox Remote Support allows our support specialist to:

- Observe or share your Desktop
- Perform remote software installation and/or hardware implementation
- Examine the configuration of equipment
- Perform diagnostic processes

This translates into faster response times, greater accuracy, and improved productivity for you to meet your production schedules.

## Harnessing the Power of the Web

Xerox Remote Support uses the Internet to establish highly secure one-to-one connections between our support specialist and you the customer. Simple to initiate, a Xerox Remote Support connection with your Xerox product or client allows our network of highly trained professionals to work with you on shared screens and get to the root of the problem quickly. We deliver faster, more accurate diagnosis of problems and resolve your issues faster.

## Security

Xerox Remote Support is designed to meet stringent IT security needs, such as common security protocols like firewalls and VPNs. Xerox Remote Support is built on solid, proven, industry-standard technologies, making it pluggable, portable and secure. Data transmission using HTTPS Secure Socket Layer and 256 bit encryption in addition to multi-layer password authentication ensures your privacy and confidentiality. Our Remote Server facilities are monitored and protected on a 24/7 basis.

## Privacy

Utilizing Xerox Remote Support, our systems analysts and consultants can have permission-based direct access to your computers systems to facilitate solution implementation, configure software, and/or pinpoint and resolve technical issues more efficiently than ever before. At the same time, Xerox Remote Support allows ultimate control to reside in your hands, giving you first-priority control over the mouse and keyboard. This enables you to override mouse or keyboard actions taken by the systems analyst, with the ability to shut down the remote control session altogether, at any time.

## Xerox is at your service where, when, and how you need us

### Wide-Ranging Assistance

- Real time trouble shooting
- Print file analysis and correction
- Remote software installs
- Application and Workflow support
- Demonstration of new product and features
- Remote training

### A Host of Benefits

- Improved first call problem resolution
- Quicker resolution time to help meet your deadlines
- Easier support for hearing- and speech-impaired operators

### You are in control... Always.

As a security feature, you always maintain override control of your mouse and keyboard during any activity.



"An Outstanding Customer Service Experience for the fourth consecutive year!"