Océ Remote Service

Taking productivity to a higher level

Close relationship at a distance

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Close relationship at a distance

New levels of productivity
- Higher uptime, smoother operation
- Real-time troubleshooting
- 100 % secure and under your control

Reliability and flexibility are key

With print production windows narrower than ever, and with high workloads per engine, today's print professionals are looking for nothing less than totally reliable print operation, delivered by printers that offer maximum uptime. These are demands that Océ understands: our printing systems are built around proven technology and robust design, guaranteeing dependable operation.

Alongside the product itself, service is also a vital part of reliability. Here too, Océ stands out. Our Canon Océ Service Organizations have a deserved record of excellence, and use state-of-the-art tools and remote capabilities to make our systems even more reliable. Océ's ongoing commitment to innovation embraces the development of advanced service concepts and solutions, as well as quality products.
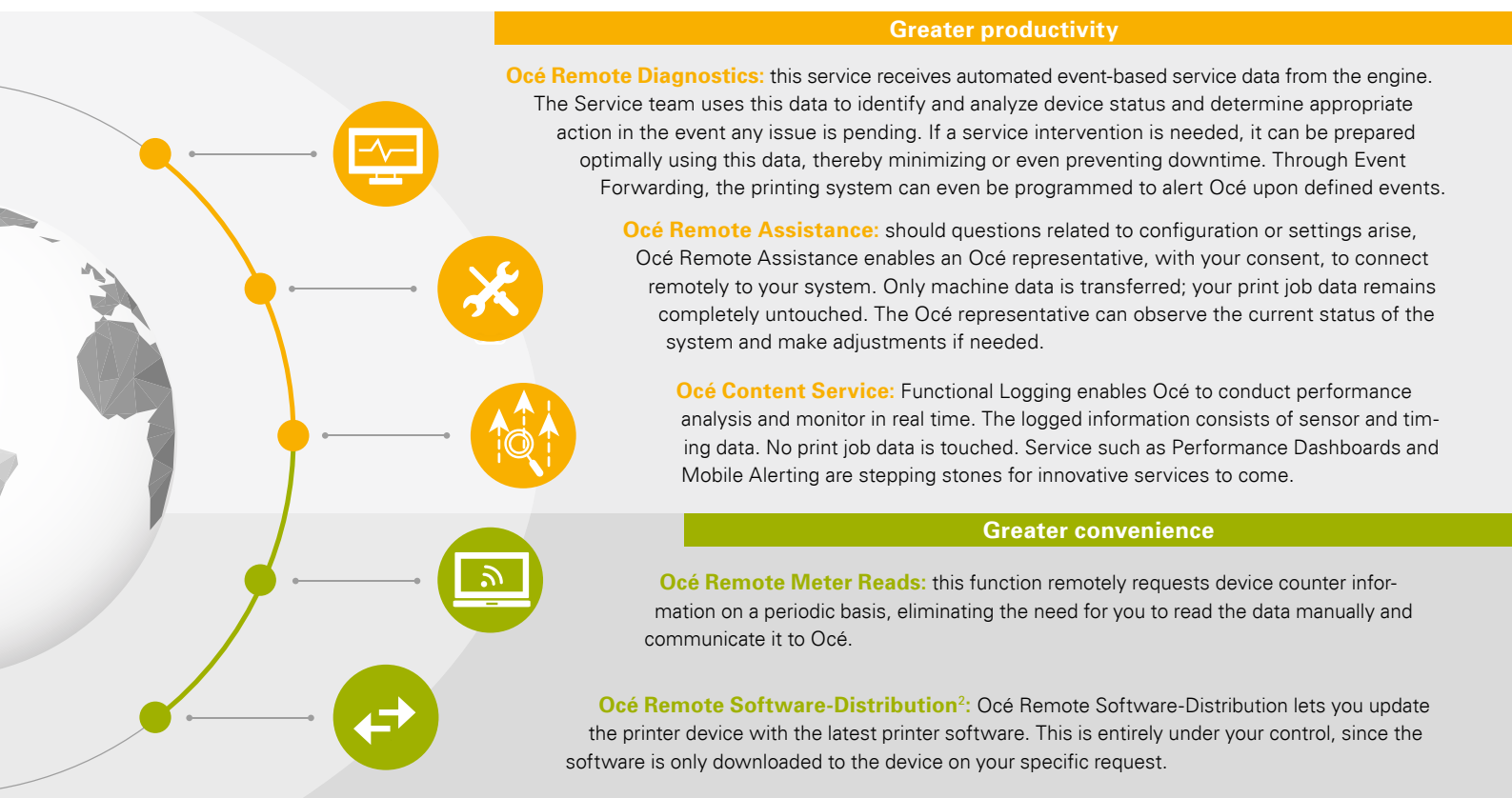
Océ Remote Service – a productivity-focused toolset – can increase uptime and offers preventive capabilities. Within ongoing projects for our latest family of printers, it even opens predictive capabilities, taking uptime to new levels.

State-of-the-art support

Working through secure connections between Océ printing systems and the Data Center, Océ Remote Service is a comprehensive offering of partly-automated services that maximize uptime and minimize administrative effort. A higher level of service support can be delivered to systems remotely: engineers can carry out problem analysis, recovery or workarounds without having to be on site at the printing system's location.

The result: maximum productivity through increased uptime, and the possibility to troubleshoot in real time.

Océ Remote Service consists of five interrelated components[1]

Greater productivity

Océ Remote Diagnostics: this service receives automated event-based service data from the engine. The Service team uses this data to identify and analyze device status and determine appropriate action in the event any issue is pending. If a service intervention is needed, it can be prepared optimally using this data, thereby minimizing or even preventing downtime. Through Event Forwarding, the printing system can even be programmed to alert Océ upon defined events.

Océ Remote Assistance: should questions related to configuration or settings arise, Océ Remote Assistance enables an Océ representative, with your consent, to connect remotely to your system. Only machine data is transferred; your print job data remains completely untouched. The Océ representative can observe the current status of the system and make adjustments if needed.

Océ Content Service: Functional Logging enables Océ to conduct performance analysis and monitor in real time. The logged information consists of sensor and timing data. No print job data is touched. Service such as Performance Dashboards and Mobile Alerting are stepping stones for innovative services to come.

Greater convenience

Océ Remote Meter Reads: this function remotely requests device counter information on a periodic basis, eliminating the need for you to read the data manually and communicate it to Océ.

Océ Remote Software-Distribution[2]: Océ Remote Software-Distribution lets you update the printer device with the latest printer software. This is entirely under your control, since the software is only downloaded to the device on your specific request.

[1] Please consult your local Canon Océ Representative for supported functions in your product.

[2] This functionality will be successively integrated into product lines. Please check availability for your system with your local Océ representative.

The benefits

The main benefit of Océ Remote Service is that it can give you higher uptime and greater availability. Analysis of the printing system can be started much earlier. Before making an on-site service visit, the service technician has all the required information on hand in advance for better preparation. This makes the troubleshooting process faster thereby resulting in less downtime.

Monitoring capabilities are also available, which offers even greater efficiency benefits. And if operators need assistance, for example with settings for print jobs that are run only infrequently, they can call an Canon Océ Service representative, who will give support remotely.

Océ Remote Service is designed for ease of use and smooth operation: meter readings and diagnostics data can be communicated automatically, saving time and reducing administrative effort. Using Océ Remote Service will also unlock further benefit downstream: through the automated way knowledge and experience is gathered and this helps us to improve our printing systems and design them even more closely around the needs of our customers.
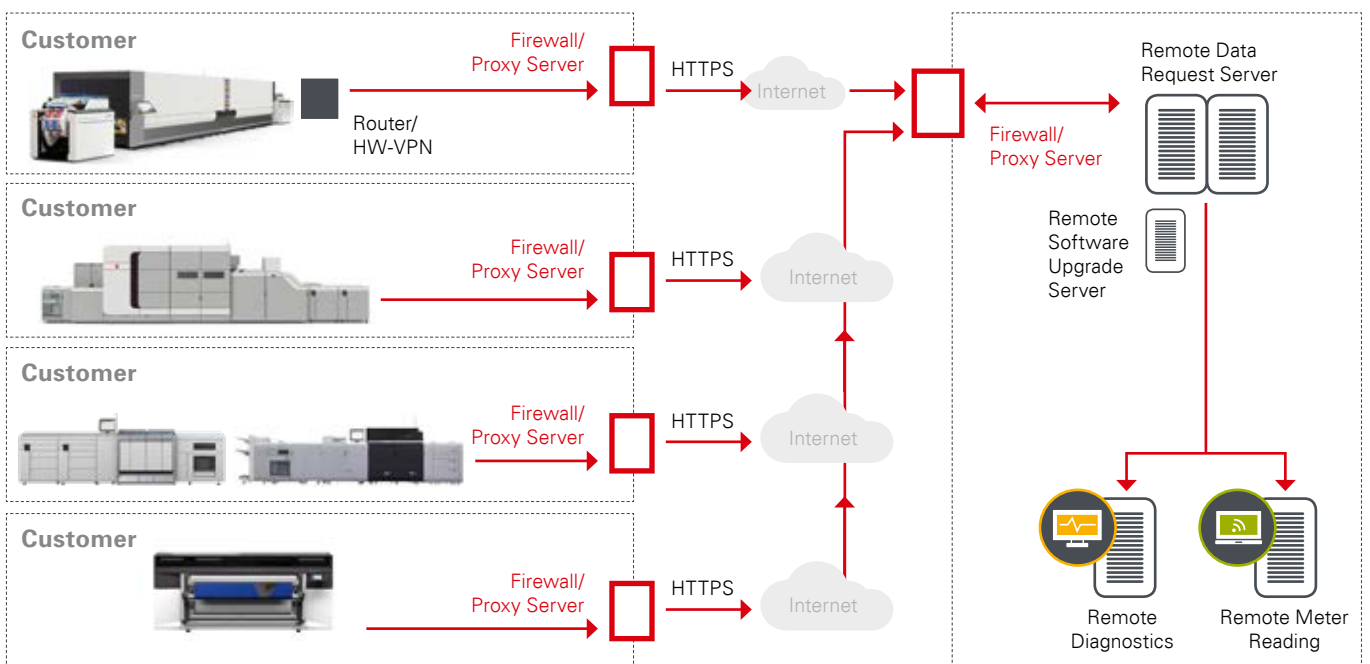
Secure and under your control

Security of operation is paramount in any business operation. That's why Océ's policy is simple – you always stay in full control with respect to Océ Remote Service:

- Océ Remote Service functionality is activated only when you're clear on what it entails, and have given your agreement.
- You are consulted on all the settings that are needed to establish the remote connection.
- Canon Océ Remote Assistance sessions are never started without your express permission – e.g. confirmation via on-screen button.
- No data is retrieved from the print engine other than meter readings, diagnostic information and remote channel status details. No Customer Data or Print Job Data is retrieved.
- All connections are secure, and all the data communicated is encrypted to HTTPS industry standard or sent via a secure, dedicated VPN tunnel, the global standard for confidential transactions in corporate information systems. Océ can provide you with its security white paper on request.

Océ Remote Service connectivity

For information and services, visit us at:
www.canon.com

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