

People waiting too much time for printer repair?
Printing several time the same job to get one?
Urgent documents printed too late?
Too many calls to your help desk?

Your solution: Xprint MyDomain

Organisations are faced with managing multiple heterogeneous platforms, several operating systems and a large number of output media.

The help desk interventions are more and more linked to solve output problems. Their administration represents a non-negligible part of the IT department. "An estimated 20% of all call to IT helpdesks are printer related." IT-Analysis

Reduction of your help desk costs

In your daily tasks and operations, it is the main objective of the combination of some Xprint Suite products; that includes Xprint MyDomain, the Domain Monitoring web-based Graphical Interface.

That graphical user interface allows you to monitor and to manage the main Xprint objects in the whole domain. You can track or be warned about devices in error or jobs having a problem; you can very easily find where is a print request concerning business-critical document using different identifiers. As your printing environment can be very large, you can select sub-views or from one point manage different Xprint domains.

Simplicity, comfort and flexibility in your daily activities

Simplicity is achieved by the fact that a Graphical User Interface (GUI) window is assigned only one purpose at a time.

Each time an object is selected, a new window is opened with the specific purpose of monitoring the selected object type.

Comfort resides mostly in the fact that the requested information is displayed at once instead of partly like it is often the case in Web applications that use a tedious paging mechanism. Here the information display is organized in a scrollable table that allows very quick access to the desired items.

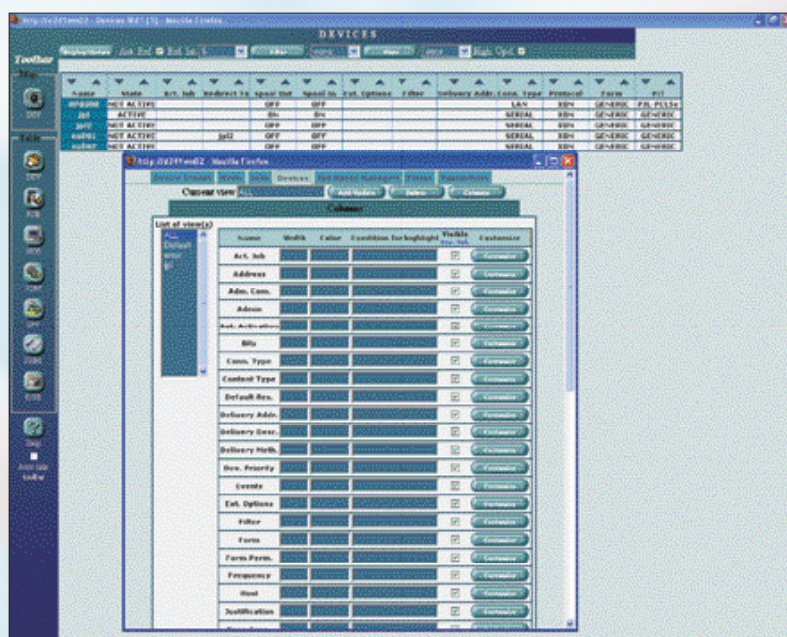
Additionally several other features are available to further improve the user ease-of-use:

- Automatic information refresh
- Highlight update
- Ascending and descending sort
- A contextual menu coupled to a powerful row selection mechanism.

Flexibility: depending on specific needs, the GUI can be customized by mean of the following features:

- Filtering mechanism
- Highlight values
- Column selection and size settings

The GUI provides a customizable web interface for help desk operators and administrators to make easier/detect easily interventions linked to output problems.



Other options

- How to monitor the costs of your printing infrastructure? ... with Xprint MyStats

Xprint Suite Key features:

- Control, follow-up and recovery features that deliver your jobs to exactly the right place at the right time. Will provide notification back to the originator, if requested
- Central point of administration, with a full range of security privilege classes
- Central point for Accounting
- Web interface for Intelligent Accounting views and statistics
- DataBase Interface to external invoice system
- Printing Domain Monitoring through a graphical web interface, helpful for any help desk activities
- Open interfaces: through a powerful API to connect any forms management tool
- SAP OMS interface, to facilitate the distribution and control of SAP output
- Multiple platform support

That allows:

- To monitor and to manage the main Xprint objects in the whole domain via a web interface
- Track or be warned about devices in error or jobs having a problem
- Find very easily where is a print request concerning business-critical document

This architecture offers a high level of flexibility. The continuity of the services is guaranteed by the fact that the GUI component can be stopped and restarted independently from the Xprint system.

Benefits

- Increase productivity
 - Reduce your Help desk costs
 - Simplify monitoring and control of hundreds of output devices
 - Optimize the use of your printing environment
- Increase the quality of your offered services

Minimal required configuration

Software (on Linux, Solaris, AIX)

- Xprint server
- Xprint MyDomain

For information and services, visit us at www.xprint.eu

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