

**DEVELOP**

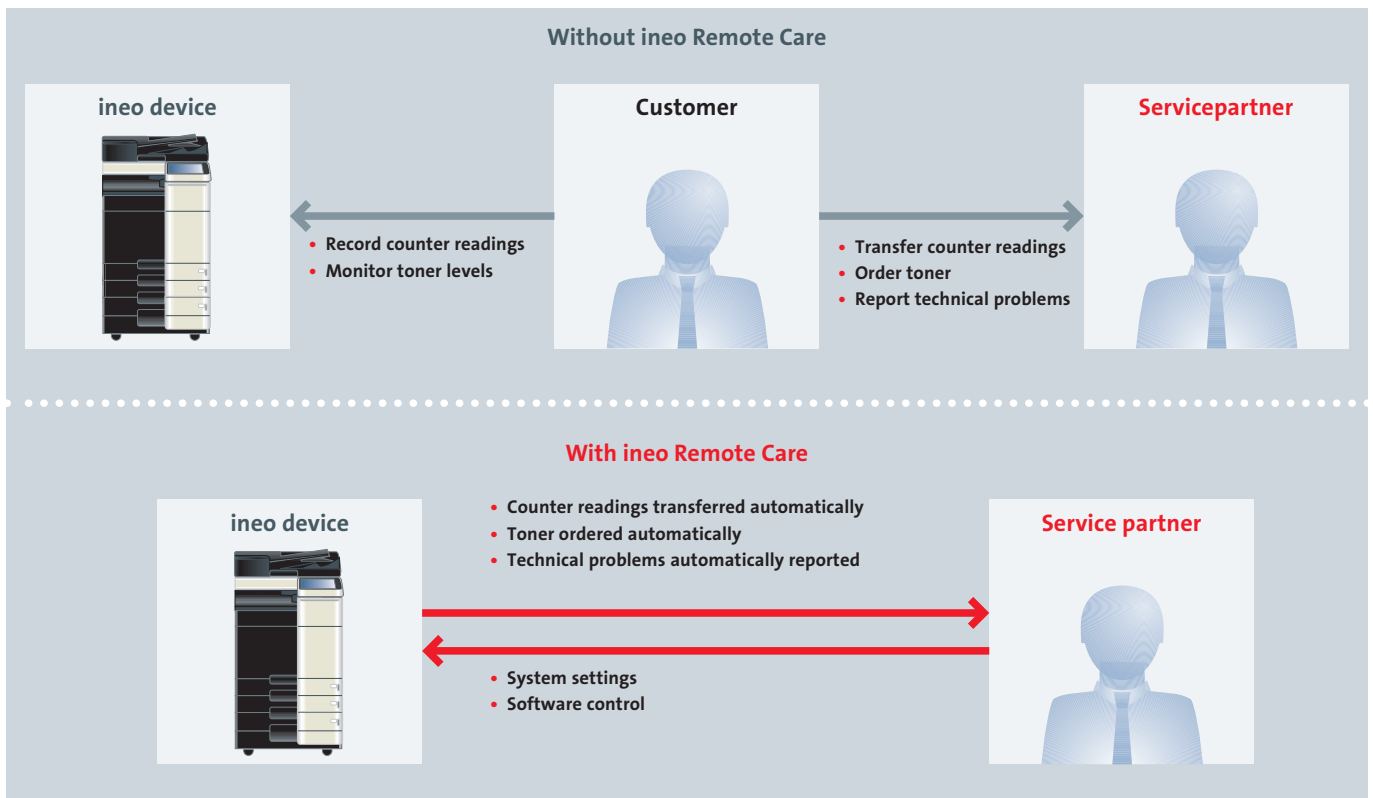
Dynamic balance

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# ineo Remote Care Optimal support – maximum benefits

Are you still checking your counter readings and toner levels at the end of each week or month? And still ordering toner or reporting possible malfunctions yourself? You could save yourself time and effort by letting ineo Remote Care do all this work for you.



### Intelligent reporting

ineo Remote Care is an intelligent remote reporting system that connects your ineo multifunctional systems to your DEVELOP service partner's call centre. Then, all status reports, counter readings, problem reports and consumables' status information are sent straight to your service partner – either via a modem installed on the system or by e-mail.

### Maximum service

Providing you agree, ineo Remote Care also enables your service partner to maximise customer support by remotely adjusting your system and software settings to optimise the quality of your output or reset a system after a malfunction or reboot. That means that any system failure is remotely detected and remedied, mostly before you even notice something has gone wrong and certainly without the need for on-site technical support. This way, ineo Remote Care leaves you more time to get on with your proper job during working hours, and may even let you sleep easier at night.

### Key features

- Fast diagnosis and repair of any possible malfunctions thanks to automatic status reports
- Automatic registering of counter readings, listed by paper formats and copy/print modes
- Remote toner status reports to your service partner
- Choice of two communication channels to your service partner – GPRS or e-mail
- Transmission of machine-relevant data only, and no corporate data

### Key benefits

- Significant time savings
- Less administrative work
- Easier to track and verify document costs
- Reduced risk of machine downtime
- No risk of running out of toner
- No need to stockpile toner
- Data security ensured