

# MASTER YOUR PRINTER FLEET



Achieve optimal productivity with Epson's Remote Monitoring System for selected Epson Large Format Printers.



Better optimise  
printer fleet



Increase productivity  
and decrease  
downtime



Keep data &  
information safe



Get timely remote  
support when required



Ensure minimal  
downtime by replacing  
self-replaceable\*  
printer parts quicker


\*Only applicable for certain models

# BENEFIT 1:

## Reduce printer fleet downtime with the Epson Production Monitor.

This simple and secure Remote Monitoring System for your Epson Large Format Printers allows you to:

- Stay updated on all print job errors and disruptions
- Identify critical issues in real-time, wherever and whenever

 Click on the red numbered buttons to find out more

### Identify printer issues in real-time



### Generate cost reports easily

### Generate usage reports easily



**TIP!**

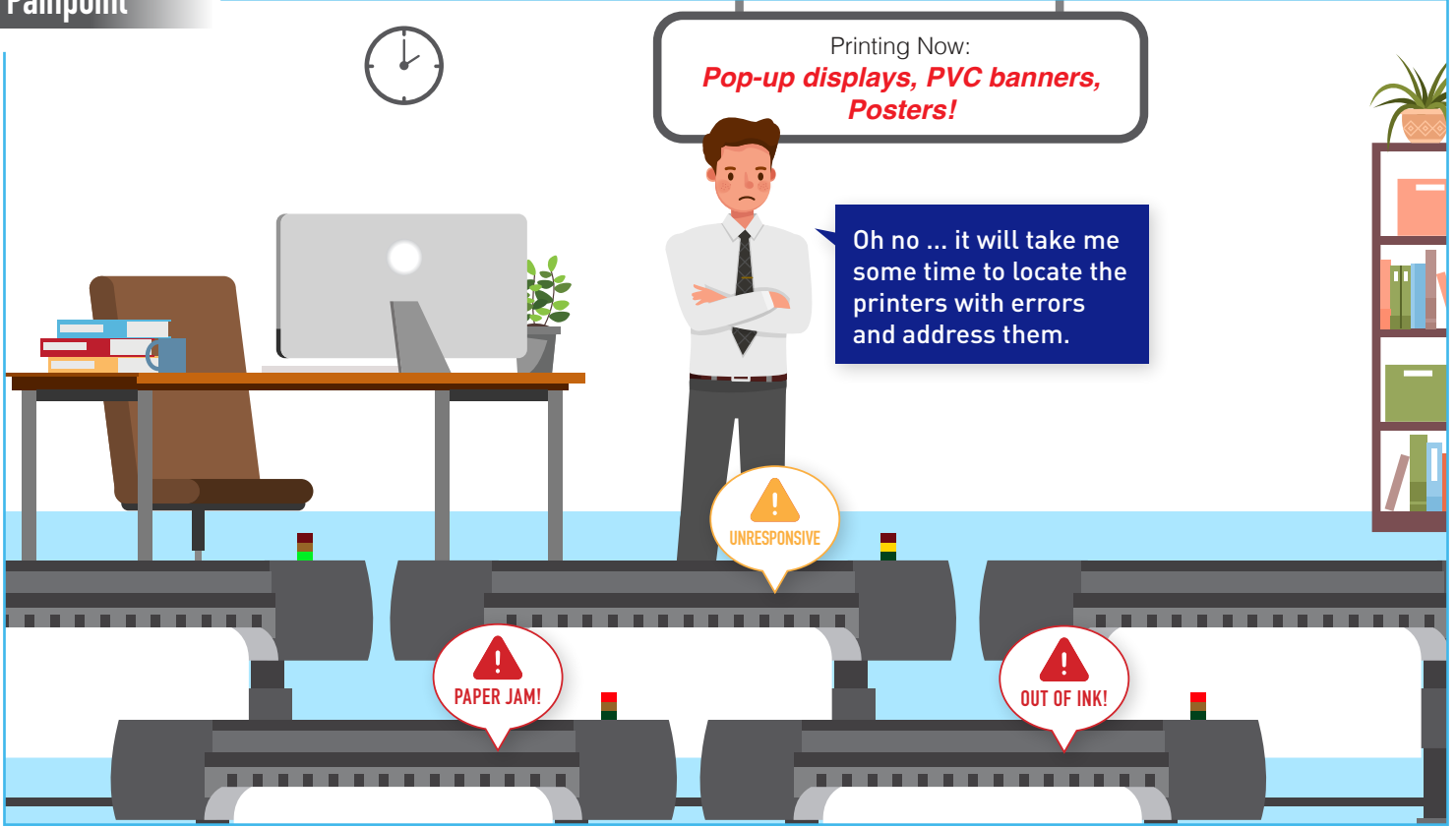
You can filter usage reports by:

- A specific time and date up to 6 months
- Units used for better calculation when printing on posters, POPs, CAD, etc.
- Media name used for print jobs

# USE CASE 1:

## How can real-time fleet monitoring help a print production manager reduce downtime?

### Painpoint



### Epson's Solutions

Identify and address printer issues immediately with real-time remote monitoring.

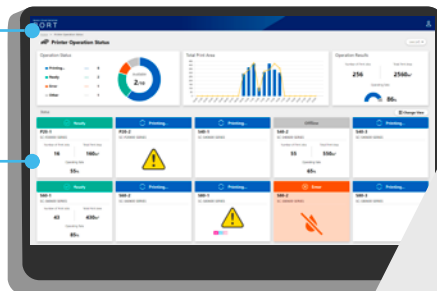
Wow! Now I can identify which printers are having issues, even when I am not onsite. I can also analyse the records of issues that have occurred to improve my print workflow.

#### Epson Cloud Solution PORT Production Monitor:

- Quickly identify printers that require immediate interventions

#### Usage and Cost Report Function:

- Easily keep track of errors and spot gaps
- Manage cost of printing easily





## BENEFIT 2: Monitor printer fleets remotely.

The Epson Cloud Solution PORT is optimised for mobile access and available as a mobile app available on both iOS & Android devices.

- A portable solution to monitor and manage your printer fleet anytime, anywhere

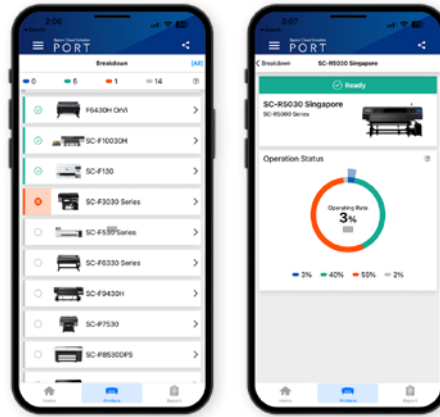
### Get an overview of your printer fleet's operation status and error information

Click on the red numbered buttons to find out more

#### Print operation status

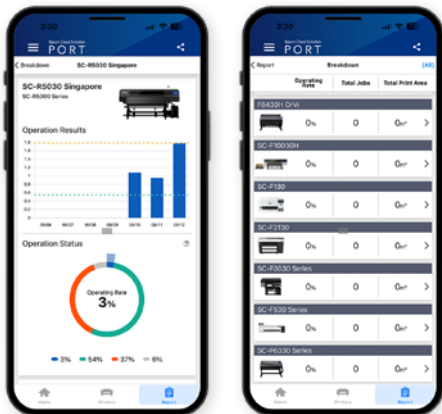


#### Printer breakdown status



### Monitor printer statuses remotely

#### Status report



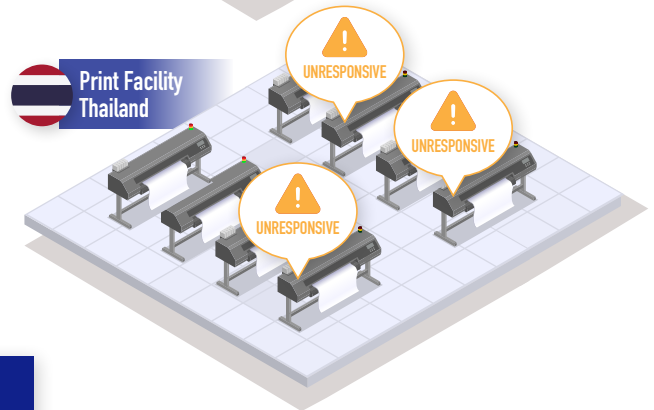
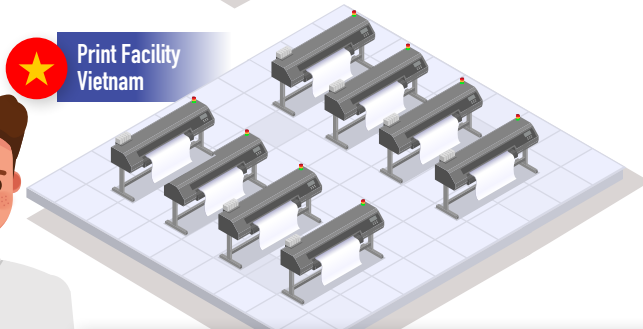
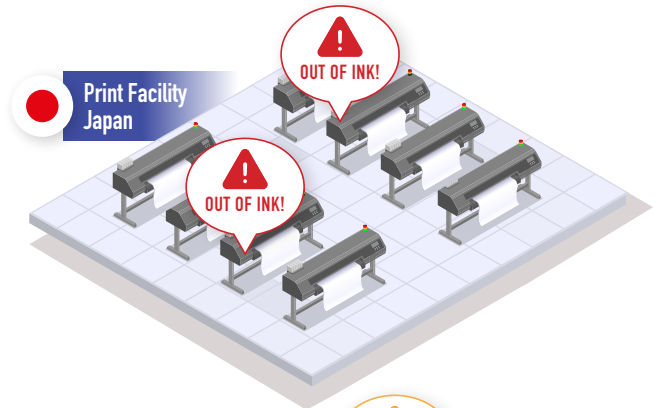
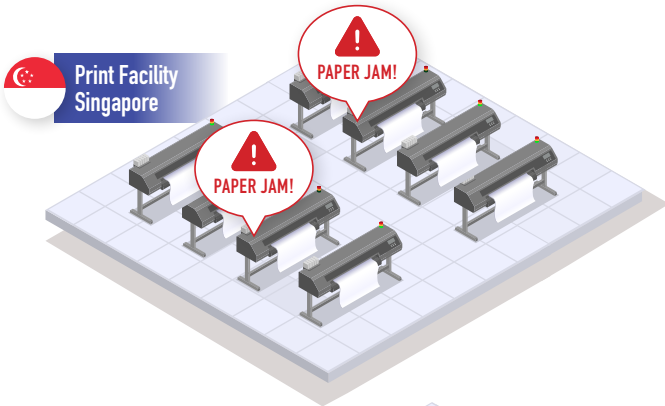


# USE CASE 2:

## Can a print production manager track printer operation statuses anytime and anywhere?

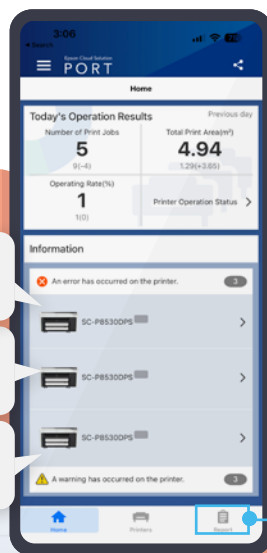
**75.5%** of global organisations are increasingly moving towards a more decentralised structure across their various operating units and entities. – Source: [Deloitte](#)

### Painpoint



I have to manage a few print facilities but I can't be physically present at each one.... Is there a simpler way to manage my printers remotely?

### Epson's Solutions



**Paper Jam**  
Printer Facility Singapore

**Out of Ink**  
Printer Facility Japan

**Not Responding**  
Printer Facility Thailand

That's great! I can now easily direct my print operators to handle printer issues by sending them a simple screenshot via email or instant messaging apps!

Easily generate status reports using the Report Function

# BENEFIT 3:

## Enjoy peace of mind with Epson's end-to-end security.



### FACT

The increase in cloud-based operations are causing cybercrime rates to rise.

In 2021 alone:

**22 billion**

records were exposed in data breaches



**\$4.24 million**

was the average cost of a data breach

### At Epson, we're committed to:

- Developing robust and secure solutions
- Employing service providers that meet global security standards
- Safeguarding our customer's data privacy without access to their customer's confidential files at any point



### Epson's 6 key security initiatives



#### Encryption

Communication between the device/PCs and the servers is encrypted.



#### Private Cloud

Data is handled only via a private cloud environment (Virtual Private Cloud).



#### Secured data center

Epson Cloud Solution PORT uses Amazon Web Services (AWS) which is recognised as a highly secure cloud environment.



#### In-depth staff training

Employees are trained to monitor for unauthorised access and respond to threats effectively.



#### Timely updates

We inform you immediately if there is possibility that your password has been compromised.



#### User-managed passwords

All passwords are fully managed by the user. User and printer information are deleted promptly when the service is discontinued.

# USE CASE 3:

## How does Epson safeguard our client's confidential data on Epson Cloud Solution PORT?

### Painpoint

I need to print the construction blueprints for my new building. However, I'm worried that my confidential print data will be leaked when I use Epson Cloud Solution PORT.

Brand owner (Construction ABC)

Epson Representative

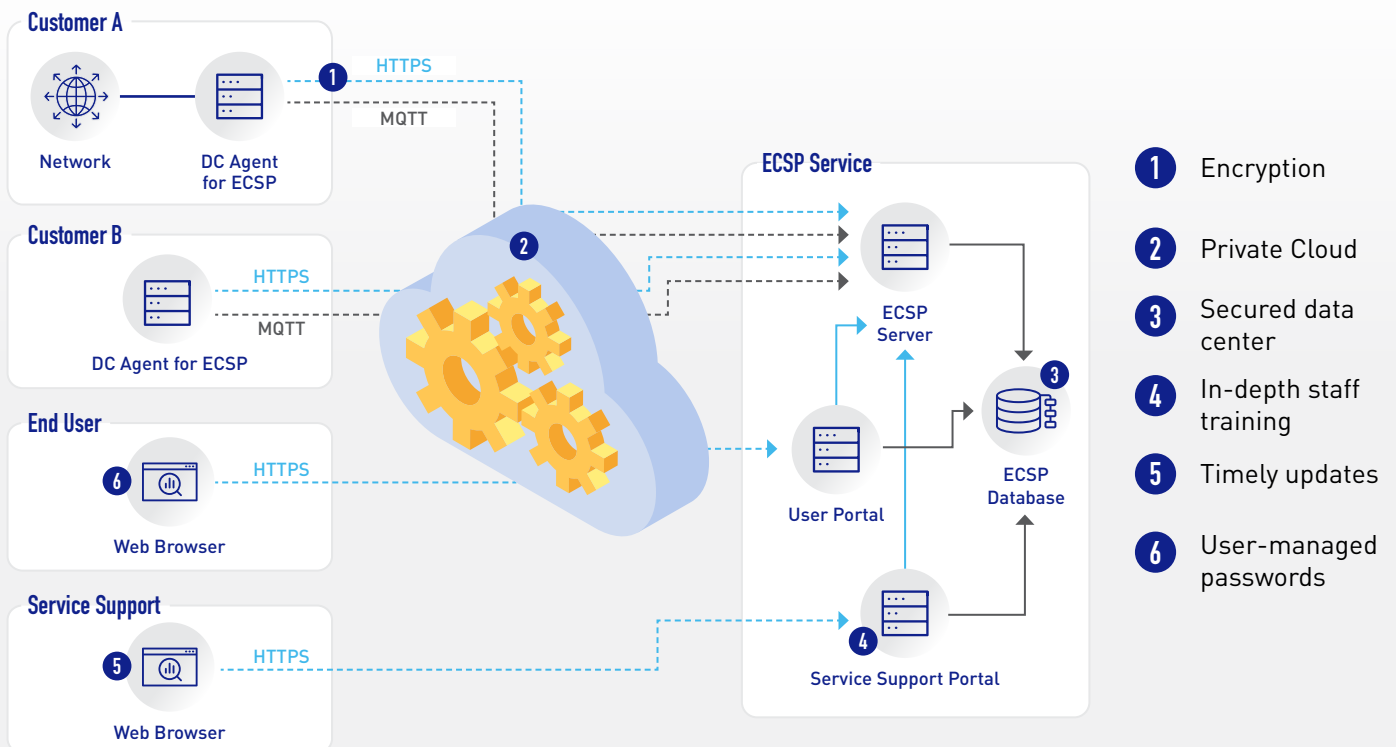
### Epson's Solutions

Don't worry! When you use Epson Cloud Solution PORT, Epson Service Engineers or Certified Service Partners can only access your device data such as runtime, ink consumption and media type. We are unable to see confidential print data like your blueprints. Thus, you can be sure that your confidential data is kept safe from external parties.

Brand owner (Construction ABC)

Epson Representative

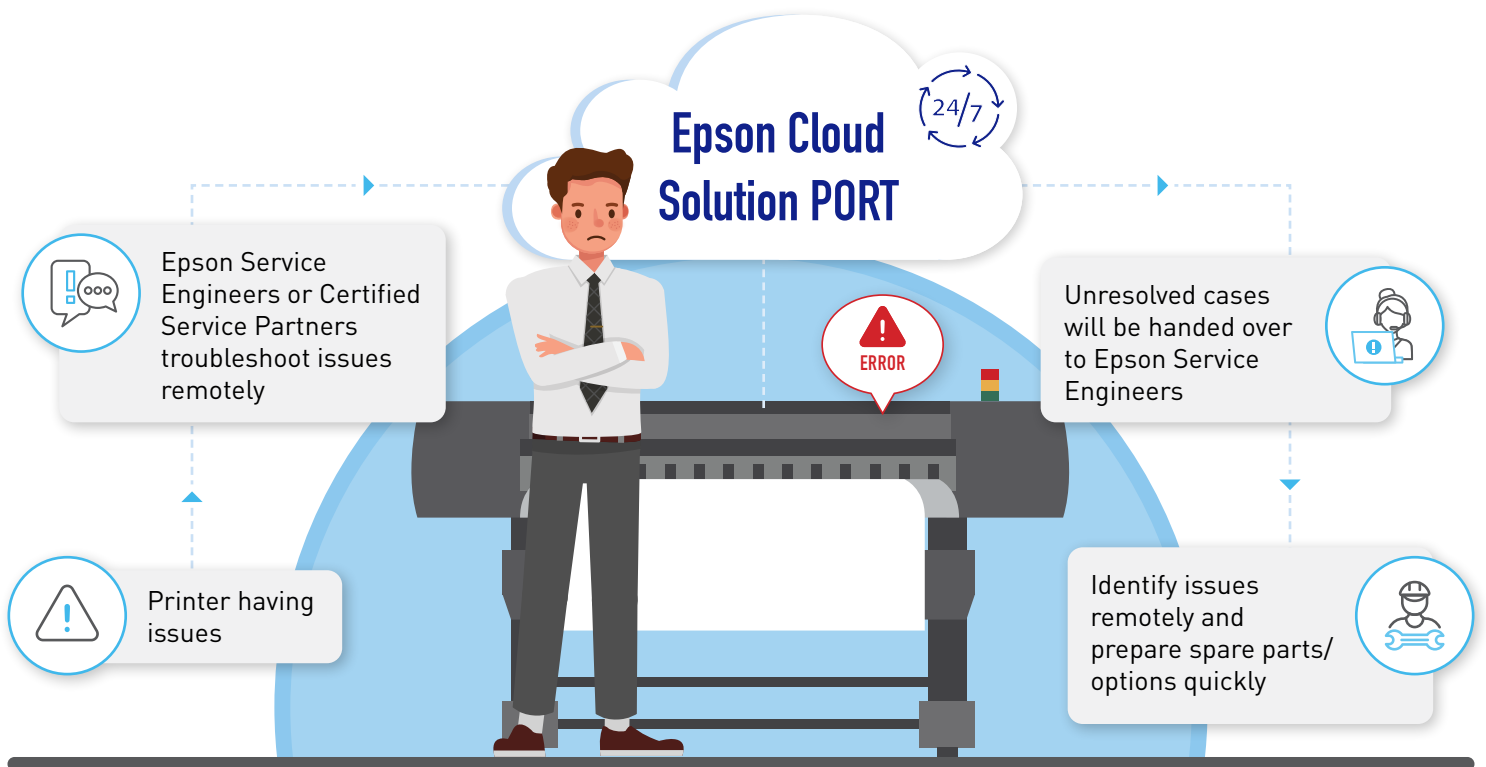
### Epson Cloud Solution PORT



# Why is it important for your printers to remain connected to Epson Cloud Solution PORT?

Unlock the full benefits by maintaining an active Internet connection round the clock.

- Reduce downtime with remote customer support and onsite support. Epson Service Engineers or Certified Service Partners can identify printer faults remotely.
- Better forecast the lifespan of consumables and parts to reduce preventable downtime.
- Accurately manage printing costs using the cost report function.



## WHAT'S NEW?

### The Epson SD-10 Colour Library is now compatible with Epson Cloud Solution PORT

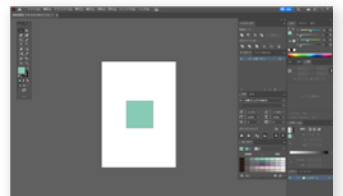
You can now measure colour data accurately with the Epson SD-10 spectrophotometer and upload the data to the Colour Library in Epson Cloud Solution PORT. Get access to the same colour palette across different graphic software such as Epson Edge Print Pro and Adobe Illustrator.



Upload colour measurement to the Colour Library



Import the measurement colour to Epson Edge Print Pro and Adobe Illustrator.



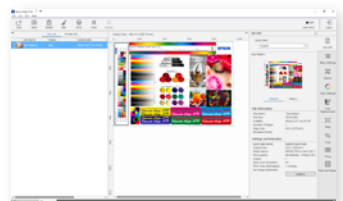
Adobe Illustrator



Use SD-10 to measure the colour data



Color Library in Epson Cloud Solution PORT



Epson Edge Print Pro



# Enjoy peace of mind with Epson's Coverplus Onsite Self-Service Repair Service\*

## What is Coverplus Onsite Self-Repair Service?



Coverplus Onsite Self-Repair Service is a service warranty that allows you to replace printheads and other self-replaceable parts\* by yourself. Required self-replaceable printheads and parts can be identified quickly via the Epson Cloud Solution PORT customer Remote Monitoring System and then shipped to you promptly to reduce downtime.

## Difference between standard Coverplus & Coverplus Onsite Self-Repair Service.

### Standard Coverplus



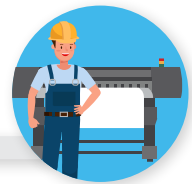
You



Epson Helpdesk



Epson Service Engineer



Your printer

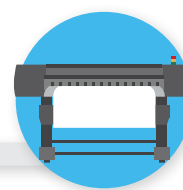
### Coverplus Onsite Self-Repair Service



You



You order printheads via Epson Cloud Solution PORT



Replace the printhead yourself

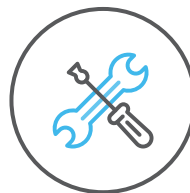
## 4 reasons to purchase Coverplus Onsite Self-Service Repair



Up to 5 Years Coverage



Nationwide Coverage



Covers all parts and labour except for printheads and other self-replaceable parts\*\*



Access to Epson Cloud Solution PORT Customer Remote Monitoring System

\*Selected models only.

\*\*Please contact your local representative for more information.

**EPSON**