FUJI XEROX

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FUJI XEROX LAUNCHES SAAS-BASED REMOTE MONITORING AND ADMINISTRATION SUPPORT FOR SERVERS AND NETWORK DEVICES TO REDUCE SMB SYSTEM ADMINISTRATORS WORKLOAD

24/7 ONE-STOP SUPPORT FOR DEVICES OF ANY MANUFACTURERS

TOKYO, August 9, 2012 – Targeting the small- and medium-sized business (SMB) market, Fuji Xerox Co., Ltd. will start offering a SaaS-Based IT Monitoring and Administration Service on August 16, which remotely monitors and administers customers' servers and network devices.

The new service offers a one-stop support from 24/7 monitoring the operation status of servers and network devices to detecting failures and arranging their repairs. It provides an environment where workers can feel secure in using their IT system, thereby contributing to the reduction of workload of system administrators and relevant departments.

24/7 manned remote monitoring
Using the Internet, experienced IT operators remotely monitor the operation status of customers' servers and network devices round the clock. Any alerts and failures are notified to customers by email.

One-stop service handling failure detection/isolation, software resetting and repair arrangements
The optional On-Site Pack provides one-stop support that handles failure detection/isolation and software resetting without troubling customers. In addition to notifying the failures by email, operators contact the customers by phone. In case of emergency, engineers from Fuji Xerox's service network of 370 sites nationwide are dispatched to customers for on-site support. If required, on behalf of customers, they arrange the repair request for other manufacturers' servers and network devices.

Indirect support for system administrators
The service provides an online administration feature that allows system administrators to check failure information and usage tracking data of monitored devices at any time. Additionally, the service offers usage tracking data in the form of a graphical report, which can be used for predicting and detecting failures such as server crash and response degradation.

Reassuring support with the IT Support Service Pack II
Together with the existing IT Support Service Pack II, which offers troubleshooting and operation support for computers, customers can receive a comprehensive one-stop support that covers computers, servers and network devices.

Currently, IT systems support all aspects of business operations, and maintaining the high availability of servers and network devices is an important factor also for SMBs. However, SMBs find it difficult to allocate a sufficient number of people to their system administration departments, resulting in increased workload in system administration. Fuji Xerox's new service contributes to resolving such issues.

List prices

Product names	List prices (before tax)	Unit
SaaS-Based IT Monitoring and Administration Service Basic service	30,000 yen	Per month per contract
SaaS-Based IT Monitoring and Administration Service Node monitoring service	1,500 yen	Per month per node
SaaS-Based IT Monitoring and Administration Service Node monitoring/on-site pack (for servers)	20,700 yen	Per month per node
SaaS-Based IT Monitoring and Administration Service Node monitoring/on-site pack (for network devices)	1,900 yen (For devices with list price less than 200,000 yen) 2,200 yen (For devices with list price of 0.2-one million yen) 2,900 yen (For devices with list price of one million yen and above)	Per month per node
SaaS-Based IT Monitoring and Administration Service On-Site Pack (for monitoring servers)	3,800 yen	Per month per device
SaaS-Based IT Monitoring and Administration Service Initial registration service	30,000 yen	Contract
SaaS-Based IT Monitoring and Administration Service Agent installation service	5,000 yen	Per device per installation
SaaS-Based IT Monitoring and Administration Service Settings request sheet preparation service	30,000 yen	Per 15 nodes per service

Availability: Only in Japan