

SiteAudit

Overview

SiteAudit is the first lifecycle management solution for the identification, reduction and administration of the costs of your printer inventory. The costs for a typical company are between 1 to 3 % of total expenditure. The printing costs will be viewable and analysable through SiteAudit and can be managed and checked ongoing.

Cost management

SiteAudit supports the prevention and minimization of costs in all lifecycle stages of the printers. The software allows with the evaluation of the required printing volume a timely request and purchase of the correct quantity and type of printers in your company. With the informations identified by SiteAudit, the current costs - 80 % of the total costs - can be reduced with optimal capacity utilisation, avoidance of too high consumable stocks and specific warranty management.

Inventory management

SiteAudit creates the base for effective inventory management with complete capture of the direct connected or in the network embedded printers. The inventory management offers the capture of several printer specific informations like IP-address, serial number, location, manufacturer and model plus of the type of connection.

Helpdesk

For the reduction of helpdesk costs, SiteAudit provides detailed informations like error description, error frequency and error elimination state. Users can sort, group or combine the informations. So they immediately can take steps to dissolve single, multiple oder repeating problems.

Customer service

Management

The software allocates the incident description automatically to the needed management level, f.e. a qualified technician. Besides, the time of resolving the problem is used as a base for service level agreements. This, because up- and downtime data can be consulted for the validation of the customer service management.

Design

The informations are displayed in four easy-to-use views, where the user can group, sort and combine the data for managing the output inventory, optimise the output capacity and identify and reduce the printing costs.

Advantages of the solution

- Complete inventory of the connected output devices (direct connected or network) for a „single source of truth“, a consistent database for printing management.
- Reducing costs with optimised printer load and right choice of the location
- Insufficient used printers can be employed more or replaced
- Tracing of the effective printing costs on department, location or single unit
- Reduced helpdesk costs with proactive reporting about incidents and an analyzing function
- Use of standard procedures for incident and problem resolution management
- Monitors the reliability and problem resolution time for the improvement of warranty and maintenance services
- Finance and IT compliance for printers with tracking of inventory and printing costs
- Logging without agents, no impact on network load, Microsoft certified, IT accepted

Application area

- Uses an architecture without agents for a trouble-free use in networks of any size
- Adaption to the biggest companies with several locations and networks

Technical requirements

- Server: Microsoft Windows 2003 server
- Database: Microsoft SQL server 2000 or higher, and Microsoft SQL server express 2005
- View: Windows XP

Microsoft certified:

- Certified for Windows server & client software

| Hersteller | Modell | IP-Adresse | Gedruckte Seiten | Kosten | Kosten/Seite | Nutzung | Kritische Fehler/Gedruckte Seiten |
|------------|----------------------|----------------|------------------|------------------|------------------|----------------|-----------------------------------|
| Canon | Canon R470 | 10.127.102.230 | 1,849 | 217 | 0.038 | 03:37:23 | |
| HP | LaserJet 8100 Series | 159.214.17.210 | 2,095 | 542 | 0.040 | 01:20:42 | |
| HP | LaserJet 8150 Series | 10.255.248.20 | 4,513 | 990 | 0.078 | 12:28:45 | |
| HP | LaserJet 8150 Series | 10.255.248.22 | 3,303 | 723 | 0.045 | 21:18:50 | |
| HP | LaserJet 8150 Series | 10.255.234.18 | 2,194 | 664 | 0.060 | 01:59:44 | |
| HP | LaserJet 8150 Series | 10.255.226.22 | 1,183 | 730 | 0.077 | 00:58:08 | |
| HP | LaserJet 4000 Series | 10.255.206.28 | 2,286 | 487 | 0.184 | 7:10:41:20 | |
| HP | LaserJet 4000 Series | 10.255.198.16 | 1,047 | 465 | 0.309 | 4:14:41:32 | |
| HP | LaserJet 4050 Series | 10.255.182.16 | 1,194 | 347 | 0.036 | 00:35:47 | |
| HP | Color LaserJet 4700 | 10.253.120.26 | 1,855 | 158 | 0.030 | 00:32:43 | |
| HP | Color LaserJet 3800 | 10.126.110.28 | 1,635 | 185 | 0.030 | 00:32:43 | |
| | | 11 | Count: 11 | SUM=23154 | VR=500.73 | AVR=.09 | Hours: 357.97 |

Top Problem Printers - May 2007 Report -

| Manufacturer | Model | IP Address | Pages Printed | Total Error | Critical Errors/Pages Printed | Downtime | |
|-------------------------------|------------------------------|----------------|------------------|------------------|-------------------------------|----------------|----------------------|
| Manufacturer: Hewlett-Packard | hp color LaserJet 4600 | 10.127.102.230 | 1,849 | 217 | 0.038 | 03:37:23 | |
| HP | LaserJet 8100 Series | 159.214.17.210 | 2,095 | 542 | 0.040 | 01:20:42 | |
| HP | LaserJet 8150 Series | 10.255.248.20 | 4,513 | 990 | 0.078 | 12:28:45 | |
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| | | 11 | Count: 11 | SUM=23154 | VR=500.73 | AVR=.09 | Hours: 357.97 |
| Manufacturer: Xerox | Xerox WorkCentre M20i - Pnir | 10.254.111.22 | 1,228 | 78 | 0.047 | 2:10:25:18 | |
| Xerox | WorkCentre Pro 35, v1 | 159.214.17.44 | 1,542 | 282 | 0.039 | 3:13:23:05 | |
| Xerox | WorkCentre M20i - Pnir | 10.124.126.34 | 1,356 | 118 | 0.066 | 8:07:41:13 | |
| Xerox | WorkCentre Pro 40C, v1 | 130.197.23.121 | 4,569 | 314 | 0.032 | 20:35:14 | |

Notifications Configuration

Enable Standard Notifications, and configure the settings for filtering and emails. Alerts are filtered and conditionally notified to the designated recipients based on the rules. If a notification recipient is not specified below for a given rule, it defaults to the notification recipient specified for the department to which the device has been assigned. The rules are applied in the order shown below. A rule can be disabled by making it inactive. Rules can be obtained by allowing the continued processing of subsequent rules. Alerts that remain unresolved can be escalated with reminders using the escalating mechanism.

Rules

| Active | Rule | Expedite | Expediting Interval | Action | After Processing | Notification Recipient(s) |
|-------------------------------------|------------------------------|-------------------------------------|---------------------|--------|------------------|---------------------------|
| <input checked="" type="checkbox"/> | Paper Path Errors (Canon) | <input checked="" type="checkbox"/> | 60 | Notify | Stop | Support@telecom.com |
| <input checked="" type="checkbox"/> | Consumables Warnings (Canon) | <input checked="" type="checkbox"/> | 60 | Notify | Stop | Support@telecom.com |
| <input checked="" type="checkbox"/> | Service Errors (Canon) | <input checked="" type="checkbox"/> | 60 | Notify | Stop | Helpdesk@telecom.com |
| <input type="checkbox"/> | Critical | <input type="checkbox"/> | 60 | Notify | Stop | |
| <input type="checkbox"/> | Paper Path Errors | <input type="checkbox"/> | 60 | Notify | Stop | |
| <input type="checkbox"/> | Consumables Errors | <input type="checkbox"/> | 60 | Notify | Stop | |
| <input type="checkbox"/> | Service Errors | <input type="checkbox"/> | 60 | Notify | Stop | |
| <input type="checkbox"/> | Paper Path Warnings | <input type="checkbox"/> | 60 | Notify | Stop | |
| <input type="checkbox"/> | Consumables Warnings | <input type="checkbox"/> | 60 | Notify | Stop | |
| <input type="checkbox"/> | Operation Warnings | <input type="checkbox"/> | 60 | Notify | Stop | |

