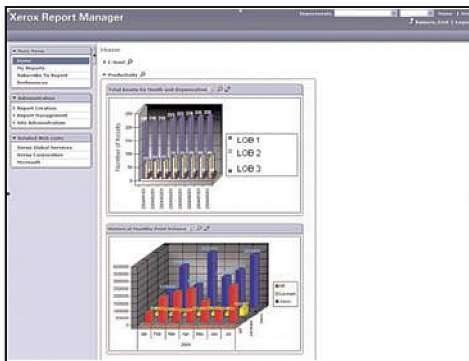


Xerox Report Manager

Business intelligence through data mining, analysis and reporting

Xerox Report Manager provides a single point for data analysis and reporting. By aggregating data from Xerox Device Agent, Xerox Services Manager and Xerox Services Portal, Xerox Report Manager helps reduce operational costs associated with generating and distributing reports.

Its comprehensive, repeatable, benchmark reporting keeps everyone on the same page and builds a strong, metrics-based partnership between the organisation and Xerox Authorised Managed Print Services Partners.



A simple-to-learn, simple-to-use graphical user interface enables rapid graphical report presentation capabilities.

Key Benefits

Automates reporting. Reduces the cost to create, update, and deploy reports while enabling your delivery teams to focus on their core competency – improving the level of service you receive.

Automates Service Level Agreement tracking and management. Clearly illustrates where your managed services are performing beyond expectations and where improvement is needed. Your Xerox Authorised Managed Print Services Partner gains visibility across accounts to spot problems, identify trends and discover new opportunities.

Aggregates data from, and integrates with, Xerox Print Services software suite. This enables historical and trending analysis, fact-based decision making, value-added reporting and decision-support analysis, which ultimately results in improvement in operating efficiencies and revenue growth for you.

Responds to local needs. Provides a global view of common data, but presents the data in the language of your employees and support staff.

No additional software required. Uses existing, industry-standard Web browsers.

Xerox Report Manager

Report Specification Capabilities

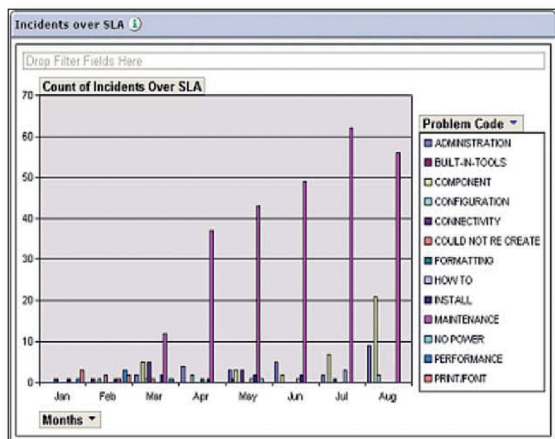
Xerox Report Manager incorporates an easily understood and highly flexible report specification capability, enabling you to reduce operational costs associated with generating and distributing reports.

With a wide range of standard reports and the optional ability to create customisable reports, you are sure to have all the information you need. And with manual and automatic reporting, you are sure to have the information when you need it.

Powerful report configuration settings. Allow for the selection, grouping and summarisation of data from the Xerox Managed Print Services software suite.

The data collected is reported in output formats compatible with standard off-the-shelf data display and analysis tools (such as Microsoft Excel and Crystal Reports), which helps you leverage the information more easily.

- Select from a built-in set of standard reports or engage Xerox to create new customised reports as necessary.
- View, edit and update reports with real time data.
- Report Subscription enables you to ensure employees get and view the information that is important for their jobs.
- Scheduled reporting automates tedious reporting tasks by delivering reports directly to the right person.

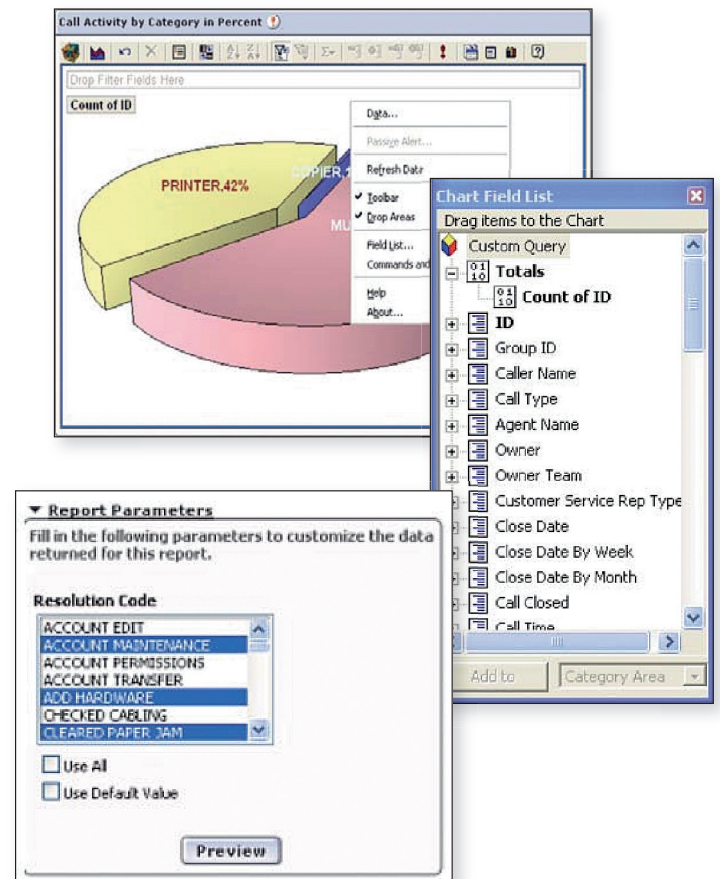


Users can be subscribed to the system and select the reports they want and need.

Data Analysis Capabilities

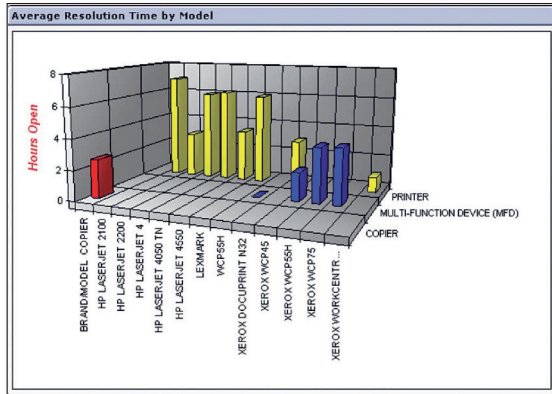
Having the right information in the right format helps you make more informed decisions faster, which ultimately results in lower costs, improved operational efficiencies and a more productive work environment.

- View, email and store reports from anywhere using a Web browser.
- Powerful “drill-down” capabilities let your services team perform custom data analysis.
- Built on familiar Microsoft® reporting components, including tables, pivot tables, charts, crystal reports and Excel.

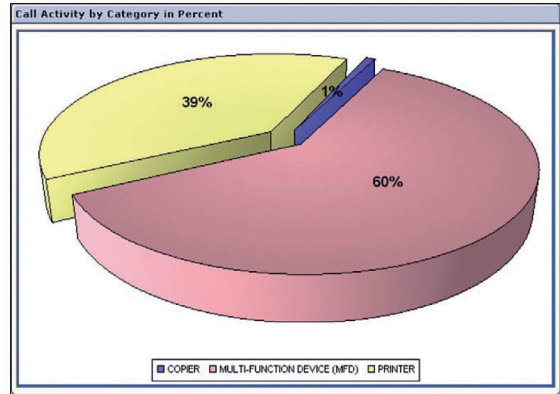


Report Specification Capabilities and Reporting Parameters

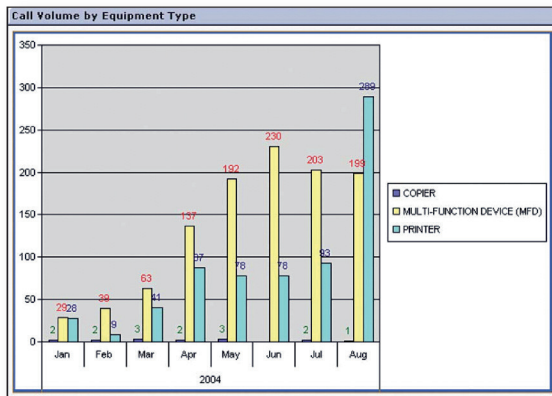
Sample Reports



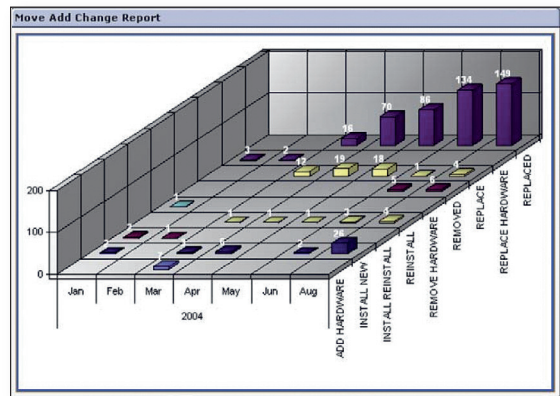
Average Resolution Time by Model



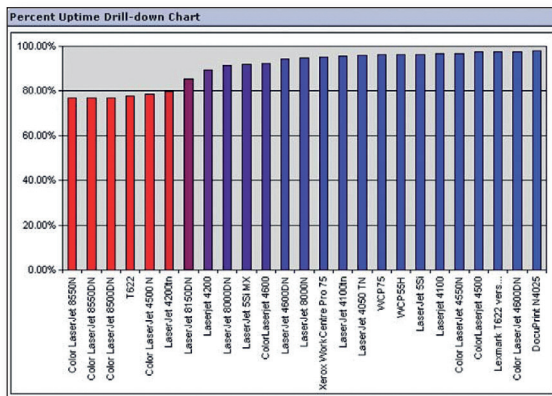
Call Activity by Category in Percent



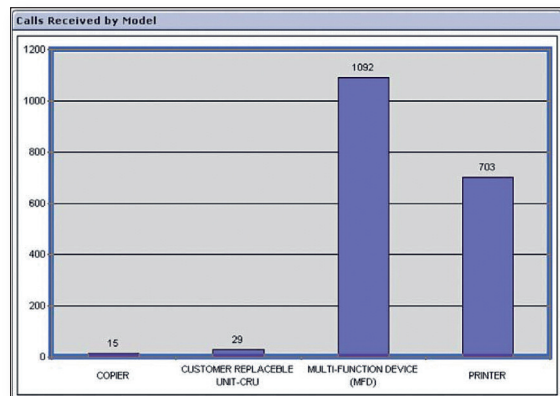
Call Volume by Equipment Type



Move Add Change Report



Per cent Uptime Drill-down Chart



Calls Received by Model

Xerox Report Manager

Powerful Integration

Xerox Report Manager aggregates data directly from Xerox Services Manager and Xerox Device Agent, giving you a complete view of all managed services activities.

Combined with Xerox Services Manager's capability to import incidents from existing client systems, users are provided with consolidated service desk reporting. In this way, Xerox Report Manager becomes a data warehouse to aggregate cost, productivity, customer satisfaction and quality metrics.

Client Requirements

- Microsoft Office® 2003 SP2 or Office 2007 (recommended)
- Microsoft Internet Explorer 7 and higher
- Microsoft Office Web Components (included with XP and Vista)
- Microsoft DirectX 9.0 or above (obtained through Microsoft Windows® Update)

For information on the services and solutions that Xerox Managed Print Services can provide, visit www.xerox.com/officeservices

