

Xerox eConcierge®

Customer Reviews

Keep up with printing supplies' levels and reorders quickly and easily. Plus, receive free lifetime service coverage* for all your eligible Xerox printers and multifunction printers with Xerox eConcierge.



What is the Xerox eConcierge service?

Xerox eConcierge vastly simplifies every aspect of tracking and ordering printer supplies for your networked printers and multifunction printers from Xerox, HP, Brother, Lexmark and other leading brands. It keeps track of supplies levels for all the printers you select, on your network. When supplies are low it sends an email alert and pre-populates an online supplies order, ready for your review and approval. Free lifetime service is included for Xerox printers and multifunction printers.

Here's what customers and Xerox eConcierge providers have to say about the new service:

Supports Multiple Brands

"I really like the monitoring of the toner on my non-Xerox printers as well as my Xerox printers. This is an excellent solution for companies that own their equipment that need a way to manage printing inexpensively."

—Jenny Sheppard, *Engineer N.C. DENR*

Free Lifetime Service*

"We have four Xerox Phaser [printers] taken care of by [Xerox] eConcierge. Monitoring the printers is a breeze and the extended warranty benefit is an excellent value added proposition."

—Phil Collett, *Citrus Motors*

"I placed two orders for toner cartridges as soon as we needed them; within 30 days I received a letter indicating that we were now covered under a service contract through this program. Hopefully, we will not need any additional service assistance on this printer, but it is great to know that we can purchase our supplies through the [Xerox] eConcierge program AND have the added protection of a service contract for no additional fees!"

—Mary Kate Reese, *PhD, LPC, Atlanta North Center for Change*

Easy to Use

"I am very happy with how easy [Xerox] eConcierge is."

—Tammy Wollum, *Unique Project Management*

"I love the program and I like that it reminds me that it's there so I don't forget to look."

—Jenny Sheppard, *Engineer, N.C. DENR*



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Super Convenient

“We can’t afford to have a large amount of inventory sitting around, but yet we need it, when we need it, so two thumbs up on convenience!”

—Tammy Wollum, *Unique Project Management*

“The program is FAST! I ordered one day and received my toner the next afternoon, previously it was at least a week turn around and sometimes that’s too long if you only have one color printer and no color toner.”

—Jenny Sheppard, *Engineer N.C. DENR*

“The new online ordering process is smooth and the delivery is quick. Another winner for Xerox!”

—Joan Irving, *Webmaster, Howard County Public School System*

“The [Xerox] eConcierge program has been a real time saver. I no longer have to keep checking the supplies because I receive an email when toner is low or a fuser needs to be changed. I highly recommend this program.”

—Donna Krieger, *GO!/C2*

“I.T. Works is relatively new to the Xerox eConcierge program but we have already found that Xerox has been able to identify and resolve an issue that has plagued our customers for many years in how they manage their printer consumables on a daily basis.”

—Greg Starr, *Xerox eConcierge provider, I.T. Works*

Xerox eConcierge is Free

“The price is right, the service is fast and the associates are courteous and helpful. This winning combination keeps us coming back!”

—Joan Irving, *Webmaster, Howard County Public School System*

The screenshot shows the Xerox eConcierge user interface. At the top, it says 'eConcierge powered by xerox'. Below that, the user's name 'Account Connie McGarrett' is displayed. There are navigation tabs for 'Dashboard', 'Account', 'Shipping Information', 'Preferences', 'Orders', and 'Help'. A 'Shop By Device' and 'Shop By Model' button is visible. The main content area shows a list of devices with columns for 'Device', 'Model', 'Alerts', 'Location', and 'Order'. The devices listed are:

- Xerox Phaser 6500 (2nd floor) - Yellow Toner Cartridge Empty - 26600 SW Parkway Ave, Wilsonville, OR 97070-1000
- Xerox WorkCentre 6015 (Connie's Office) - Magenta Toner Cartridge Low (8% full) - 1250 1st Ave South, Seattle, WA 98134
- Xerox ColorQube 8870 (Lobby) - Cyan Ink Stick Nearly Low (35% full) - 15660 SW Telus Way, Beaverton, OR 97007
- Xerox Phaser 6600 (Joe's Office) - OK - 1250 1st Ave South, Seattle, WA 98134

The bottom line on Xerox eConcierge.

“All in all [Xerox] eConcierge is a great service and I appreciate what you’ve done so far!”

—Joan Irving, *Webmaster, Howard County Public School System*

“I think this is a great program!”

—Donna Krieger, *GO!/C2*

“All of the customers we have signed up for [Xerox] eConcierge find this program very beneficial to their business.”

—Angela Wilson, *Xerox eConcierge provider, Neo Technologies*

For more information, contact your Xerox eConcierge provider or visit xerox.com/eConcierge

*After 30 days and your second supplies order through the program, Xerox will provide free extended service coverage over the normal supported life of that eligible Xerox product as long as you continuously place your supply orders through the Xerox eConcierge service. The coverage will be the same as what was provided when the device originally shipped—quick exchange, depot repair or onsite. Xerox reserves the right to discontinue the service reward for a specific model at any time.

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