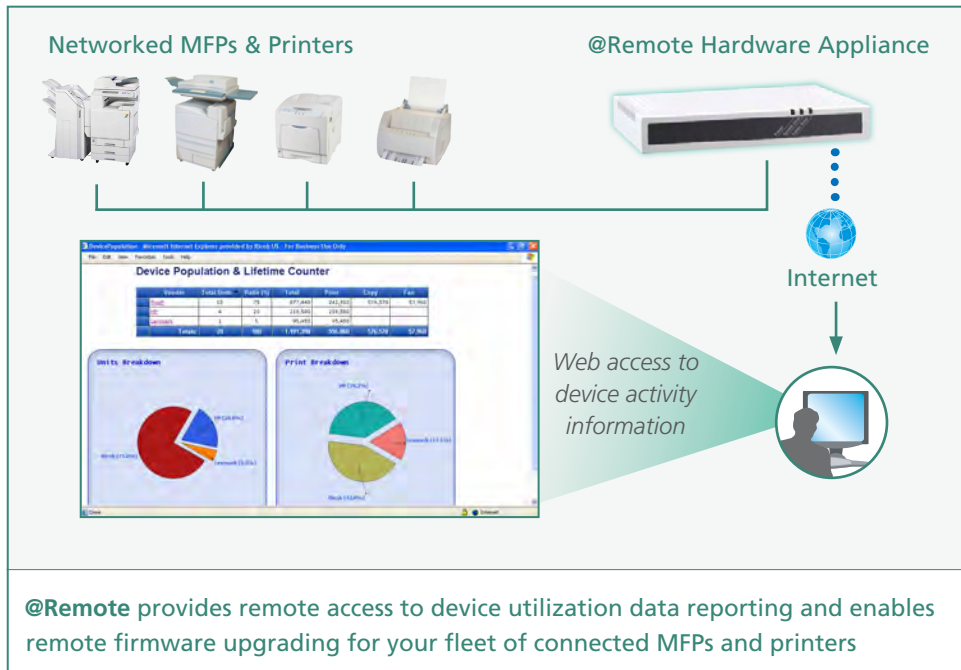


# @Remote™

## Intelligent Remote Management System

@Remote is a new kind of service solution that utilizes a single connected hardware appliance to collect device data, receive and report service and toner alerts, and enable remote firmware upgrades. A secure web portal is provided as the access point for device reporting. With @Remote, you can remotely manage devices, optimize device usage and reduce your TCO.



### Who Should Use @Remote

- Anyone looking to eliminate manual meter reads
- IT Managers seeking to understand what output devices are on the network, optimize these assets and control where and how printer supplies are being consumed
- Anyone wanting to simplify management of a printing fleet

### Benefits

- Increased up-time and the ability to match device location to work load
- Automatic, accurate and timely meter reads and billing
- Eliminates need for manual meter collection saving hours of labor
- Usage reporting for the device fleet is accessible remotely from a secure (HTTPS) website using a web browser
- Ability to optimize for efficiency and cost reduction

### Using @Remote

- A hardware appliance automatically transmits encrypted device usage data (including meter data) to the secure @Remote hosting facility
- Usage data for the fleet is automatically aggregated by the @Remote service and made available, through a secure web portal, as Fleet Utilization reporting
- Reporting includes: Fleet Population, Utilization, Trending, and other data and drill downs
- @Remote collects Print, Copy, Scan and Fax output usage data for RAC\* devices, and collects total print meter for legacy and third-party devices
- Toner alerts and service alerts are sent in real time
- Device firmware may be upgraded on a scheduled basis

### Implementing this Solution

- @Remote is a monthly service
- Setup and installation requires no IT personnel resources
- Auto-discovery of network devices
- A Remote Communication Gate is connected to the network
- Linux-based appliance (1.5 lbs. or less)
- Protocols: TCP/IP, SNMP, HTTPS, SOAP, SMTP, DHCP
- Each RC Gate monitors up to 500 network devices and manages 100 RAC\* devices
- Transmit data to @Remote service via HTTPS secure communication or email
- ISO 15408 Common Criteria Information Technology Security Certification recognized by NIAP

Demo Data Sites:

<https://atremote.net/ricoh-usa/>

<https://atremote.net/savin/>

<https://atremote.net/lanier/>

User name: sample

Password: password

### Target Markets & Applications

- Any organization looking to eliminate manual meter reads and/or establish a DRM (Device Relationship Management) solution
- Targeted to installations with 5 or more networked Multifunctionals and printers

\*RAC: Ricoh Americas Corporation (Ricoch, Savin, Lanier)