

Lexmark Fleet Manager

Leading the Way in Managed Print Services

Lexmark Fleet Manager

With Lexmark Fleet Manager, efficiently manage your customer device support contracts that require constant multi-vendor device monitoring and reacting quickly to service and supply alert conditions. LFM gives you timely and actionable data on various aspects of your customers fleet, enhancing your ability to deliver and communicate value while improving margins.

What is LFM?

LFM is a program that offers Channel Solutions Providers a robust, flexible software suite that will enhance their ability to provide value-added services to end-users. The LFM data collection and management suite addresses a wide range of printer and multi-function device fleet management issues. With that improved picture of their print environment businesses can optimise their print environments while gaining support and usage efficiencies, and reducing expenses.

The LFM toolset monitors network and local attached devices, helping solutions and services providers to automate certain tasks, identify problem devices, streamline ticket and alert notification, proactively schedule maintenance tasks, and quantify total cost of device ownership (TCO).

“For us, Lexmark Fleet Manager is a milestone. It improves our service and customer satisfaction.”



Gerald Raquet
Business Consultant
NKS NOTHNAGEL GmbH & Co.
Kommunikationssysteme KG



Join the LFM program and become part of the growing Managed Print Services market.

Key Benefits of LFM

Power

- Multi-Vendor Device support
- ERP integrations through integrated API
- Service and Maintenance Ticketing
- Robust Data Collection
- Auto-Updated Software Tools

Flexibility

- Easy installation
- Varied deployment methods
- Multiple data collection methods

Business Intelligence

- Logical device groupings
- Device and User level details
- Meaningful and Actionable Reports
- Financial and TCO Analysis

Confidence

- Secure data transmissions
- Meter accuracy
- Missing roll-up alerts
- Maximised Uptime

Support

- Leading Output Manufacturer
- MPS Leader
- Technical Support
- Field Support
- Ongoing software development



How LFM Wins

Function	LFM	The Competition
Assessment	- Daily volumes & alert messages captured over assessed period of time	- Snapshots only - Manual delta analysis
Discovery	- Faster, lower network impact - Discovered more devices than competition on same search ranges	- Slower performance, and higher network burden - Less devices discovered
Polling	- More meters reported, from more devices - Best in class alert capture - Auto-notification of missing data roll-ups	- Missing meters - Sporadic alert capture - No alert for missing data
Interface	- Available Open API for integrations with other business tools	- Questionable and costly integrations - Erratic data feeds
Updates	- Auto-updates - Very stable update process	- Erratic updates - Manual intervention and support calls frequently required
Support and Development	- Lexmark is committed to continuously enhancing the LFM tool set and providing best in class phone-in support with quick resolution to meet your needs	- Poor escalation path for support calls

LFM multi-vendor fleet management solutions

Lexmark Fleet Tracker (LFT)

The enhanced LFT gives you unparalleled control over your customer device data. This server based management suite aggregates all customer data in a highly scalable database and allows you to view and manage the various data elements from a central platform. Whether you are assessing a fleet for a potential new contract, generating monthly invoices for your existing contracts or performing a periodic business review and TCO analysis, the LFT provides a more efficient way to manage those business needs. The LSM, eLSM and LLT data collectors will roll their data directly to the LFT, where you will be able to manage and analyse all aspects of your customer fleets in aggregate or at various group levels all the down to a single device.

Lexmark Service Monitor (LSM)

This PC hosted data collector is robust, highly stable, and a breeze to deploy. The LSM will discover and monitor up to 1000 network devices across several subnets at your customer site. The auto-update feature ensures the LSM is maintained without costly site visits to manually update.

The LSM discover and polling cycle is configurable to your business needs and collects all available meters, device alerts, supply levels and device status conditions and will roll-up that information directly to the LFT for centralised management.

Embedded Lexmark Service Monitor (eLSM)

The eLSM is the ultimate in easily deployed data collection. This zero footprint, eSF application resides on a single supported Lexmark device on your customer network and performs the same data collection functions as does the LSM for up to 100 network devices across multiple subnets.

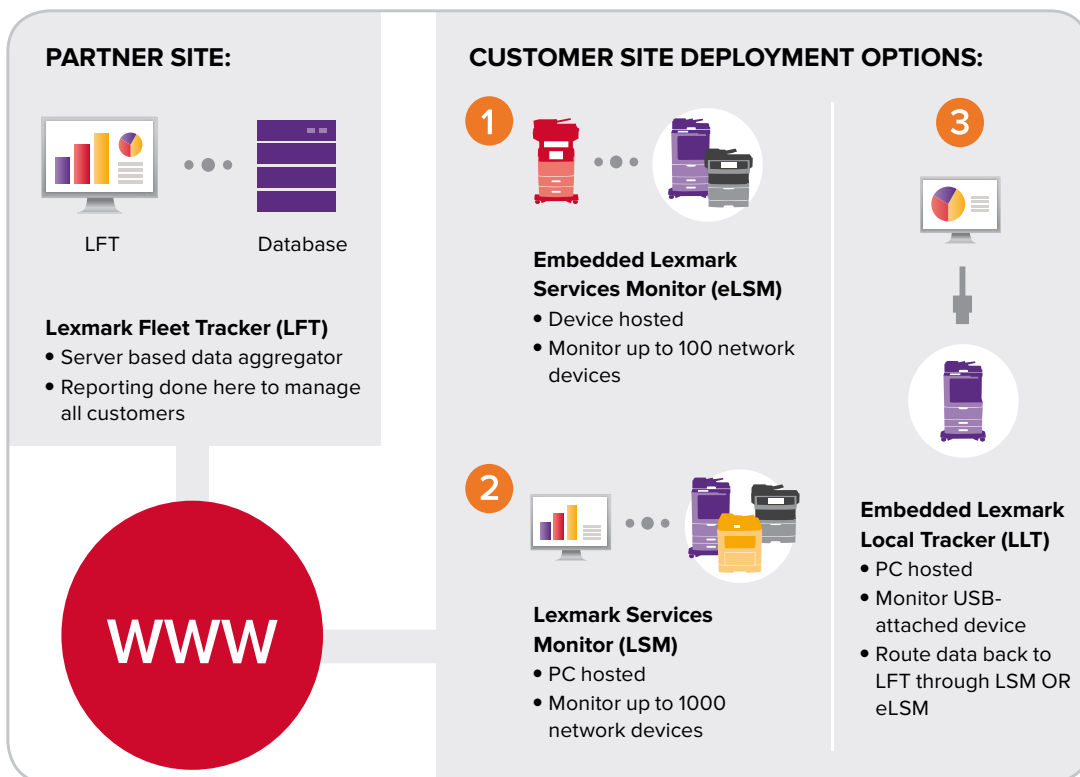
Local Device and User Tracking

The available Lexmark Local Tracker Agent (LLT) serves multiple purposes for enhanced management of your customers' device fleets. First, the LLT can be deployed on individual PC's at your customer site to monitor select non-network, USB attached devices. The LLT will communicate through the USB cable to collect lifetime page counts and current device status to enable click billing and possible supply fulfillment return.

Second, the LLT can be leveraged to track user level, print queue information such as number of print jobs, job titles, number of pages, colour versus mono, duplex and paper size by job and user. The LLT can be deployed on a print server to gather this user detail on network print jobs as well.

Lexmark Fleet Manager

A highly flexible, easily deployed solution to meet your fleet management needs.



What information is provided?

Lexmark Fleet Tracker

- Central view
- Client Drill-down
- Service Tickets
- Graphs/Archives
- Inventory
- Corporate Dashboard
- Pages Printed
- Printing Costs
 - Supplies
 - Toner yields/discards
 - Service Records
 - Maintenance Scheduling
 - Uptime/Downtime
 - Device ranking
 - Vendors
 - Lease/purchase financials
 - Printer Grouping
 - Alert Resolution Time
 - Graphs & Charts
 - Cost Centres

LSM / eLSM Lexmark Services Monitor

- MAC address
- Location
- IP address/Serial #
- Devices Status/Alerts
- Toner Level
- Mfg/Model
- All meters – scan/copy/mono/colour

Lexmark Local Tracker

- Manufacturer, model, serial number
- Lifetime page counts, Device status
- User level job detail



Lets get started!

Technical Specification Requirements:

Operating System Requirements:

LFT: Windows Server 2008 R2 and newer

LSM: Windows XP Professional
Windows 7
Windows Server 2008 R2
Windows Server 2003

LLT: Windows XP Professional
Window 7
Windows Server 2008 R2
Windows Server 2003

Database Requirements:

- LFT ships with PostgreSQL database (requires 20 GB minimum dedicated HDD space)
- Oracle 11g XE, SE, SE1 also supported (requires 10 GB minimum dedicated HDD space)
- MS SQL Server 2008/2012 (requires 20 GB minimum dedicated HDD space)

Supported Web Browser:

- Internet Explorer 8.0 or newer
- Firefox 19.0.x or newer
- Safari

System Requirements:

Hardware Requirements:

LFT:

Dedicated, highly available server or PC

Processor: dual core 2.0Ghz minimum,
(3.0+ Ghz recommended)

Memory: 2 GB minimum, (8+ GB recommended)

Hard Drive: 20 GB minimum available plus minimum
dedicated db space

LSM:

Highly available PC on client network

Processor: dual core 2.0Ghz minimum,
(3.0+ Ghz recommended)

Memory: 2 GB minimum,
(4+ GB recommended)

Hard Drive: 10 GB minimum available

Contact your Lexmark sales representative to learn more about Lexmark Fleet Manager.