



### Re-cover Remote



Customers have come to expect high-level technical support and Concept realise the considerable benefits of being able to provide it. Re-cover Remote is a web-based, powerful, easy-to-use remote support solution. It supports temporary, permission-based access to remote PCs for fast and efficient incident resolution.

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# Professional Services

"Re-cover Remote has proven to be an extremely valuable service tool. The system is slick, straightforward and secure and has dramatically decreased the time it takes Concept to resolve technical issues"

David MacRae, I.T. and Communications Manager  
Controlled Therapeutics (Scotland) Limited

## The Challenge

Today's multifunctional machines need to be more reliable than ever before as Companies become more dependent on them for printing and copying documents. If the equipment is down a fast response to fix the problem is therefore, essential. In the past the normal process would be to place a call for an engineer visit, which would be responded to within our standard four-hour response time. Today, this response is not always acceptable with customers demanding printing capabilities at all times.

## The Solution

Most digital photocopiers are now connected to a network to enable printing. As a result a number of tools have been designed to administer, diagnose and resolve problems directly from a users PC.

Concept Group now offer our customers a unique printer board maintenance package called Re-cover+. This package includes Recover Remote, which is a powerful, easy-to-use remote support solution, allowing a Concept technician to securely connect to a customers PC to :

- Diagnose and resolve a variety of problems relating to Digital Copying/printing
- Install/Set-up Printer Drivers and Software
- Training
- and much more.....

## Real Life Scenarios

Re-cover Remote's main benefit is that it will dramatically decrease the amount of time taken to resolve problems, which in the past would have required an engineer visit. Below are some real life scenarios:

### Scenario 1

A large Construction Consultancy Company based throughout the UK, contacted Concept on a bank holiday Monday with a problem printing via their Uniflow server based in Cardiff. The only people who had access to the Uniflow server to fix the problem were their IT Department, who were on holiday. Using Re-cover Remote, a Concept Technician was able to dial into the Uniflow server diagnose and fix the problem and enable printing within 30 mins. Under normal circumstances, an engineer visit would have been scheduled as normal, which would have caused a delay in printing for users.

### Scenario 2

Concept's Call Centre received a call from a financial Company @ 4.55 p.m. on a Friday night, with a problem using ScanFile. They were intending working over the weekend, so required an immediate fix. Under normal circumstances an engineer visit would have been scheduled for a Monday morning visit or a chargeable weekend call. Using Re-cover remote a technician was able to dial into their ScanFile server, diagnose and fix the problem, allowing the Company to work over the weekend.

### Scenario 3

A large supplier to the medical industry contacted our call centre on Christmas Eve @ 3 p.m. with an eCopy problem. They required an immediate fix so that they could process an order via eCopy. A Concept Technician dialled into their network using Re-cover Remote and diagnosed that the server hosting eCopy had crashed and required a full reinstall of the software. After successfully reinstalling the software, the customer was able to meet their deadline for the order.

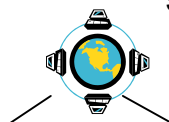
## Re-cover Remote Process



1. Customer initiates service request via secure Internet connection



Customer



## Secure Web Interface

2. Concept Technician accepts request and connects to customer computer, where they can investigate and resolve the problem.



## Bullet-proof Security

End-to-end, 256-bit SSL encryption for compliance with HIPAA, Sarbanes-Oxley and other Government and local legislation

Customer Controlled Multi-level, permission-based temporary access

Auto-revocation of access rights when session is terminated; Customer Applet automatically removes itself from remote PC

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