



Re-cover+



Customers have come to expect high-level technical support and Concept realise the considerable benefits of being able to provide it. Re-cover+ is a comprehensive support package that provides cover for your printer controller with various added benefits.

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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

What is Re-cover+?

Re-cover+ is a comprehensive support package that provides cover for your printer controller with various added benefits including:

- Printer Controller Maintenance
 - Repair of the printer/fax controller board.
 - All service calls relating to scanning, printing or faxing problems (except where the problem is caused by the failure of another system connected to our equipment).
 - Access to the Concept Help Desk – 8.30 a.m. – 5 p.m., Monday to Friday, excluding bank holidays and other public holidays.
- i-manage
- Re-cover remote



i-manage is a new facility offered by Concept Group. The solution allows you to take complete control of your Concept equipment. It's a new concept designed to reduce time administering and maintaining your equipment, which will revolutionise the way you interact with Concept.

The secure online system is accessed via Concept's website. Some of the key features are:

- Live Access to Accounts information including overdue invoices, which can be printed.
- Summarised equipment information and full service history of equipment.
- Log service calls, order toner and log meter calls online.
- View Concept key Contacts
- Highlights equipment requiring attention i.e. old equipment, equipment coming up for renewal or without a service contract.



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.

The system has a number of uses including:

- Software Installation/Upgrades
- Training on printer drivers/copier consoles
- Support issues related to either network photocopiers or software solutions.

How it works?

1. A Concept technician initiates sessions by either supplying the customer with an emailed link to set-up the connection or with a pin number that allows access.
2. Customer then installs a program (Applet) onto their computer to enable access to their computer
3. Concept technician accepts call and initiates chat session
4. Concept technician takes control of customer's computer

Security

Security is a key factor when using Re-cover remote:

- Customers must permit a Technician to use each i-rescue function (Remote Control, Desktop View, File Transfer, System Information, and Reboot & Reconnect)
- Customers can choose to terminate the session at any time
- All traces of the Customer Applet disappear from the remote PC when the session is finished.
- Comply with HIPAA, Sarbanes-Oxley and other corporate, local, and federal legislation with end-to-end, 256-bit SSL encryption — the same security levels used and trusted by major banking institutions

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