

Manage Your Concept Account



i-manage

Reduce the administration burden and
take control of your Concept Equipment

i-manage is a facility offered by Concept Group. The solution allows you to take complete control of your Concept equipment.

It's a concept designed to reduce time administering and maintaining your equipment, which will revolutionise the way you interact with Concept.



Proven, purposeful
Solutions that work

Live Access to your Accounts

View and print your overdue invoices. Saves time having to search for original invoices or contact Concept's Accounts Department for a copy of the invoice.

Equipment Overview

View and print summarised details of equipment, including installation, service contract details and average daily / monthly copy volumes.

Log Service Calls

Your call is entered directly onto our dispatch system.

Order Toner Online

Your order is instantly entered onto our dispatch run for the fastest possible delivery.

Log Meter Reading Calls

Your logged call automatically provides an accurate up-to-date reading for billing purposes.

Connect Directly to Your Network Device

You can provide meter reading and check toner and paper status without leaving your desk using the Remote User Interface (RUI).

Get Instant Access to Service and Usage Reports

You can get instant access to response times, up-time reports, average monthly copy and print volumes.

Full Service History Online

Every service call is logged and available to view instantly.

User Friendly Design

The website has been designed to make it as user friendly as possible. On each page there is a help facility, providing useful information on individual pages. Each page also contains a link to a printer friendly version, to ensure all information is legible when printed.

Feature

List all Key Contacts

User Profile

Secure Website

Benefits

Email and telephone details for your Admin, Service and Sales contacts.

You can maintain and change your password and user details online, without having to contact Concept Group.

The website is completely secure with all your equipment details being held on a secure server. A timeout feature is also set up on the website in case you forget to log off.



**i-manage**

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