

Reduce the administration burden and
take control of your Concept Equipment



i-manage



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.



Live Access to your Accounts

View and print 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 despatch system.

Order Toner Online

Your order is instantly entered onto our despatch 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 Networked Device

You can provide meter readings 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

Highlights equipment, which is over 5 years old, the lease has expired or the lease is close to expiry.

List all Key Contacts

User Profile

Secure Website

Personalised Web Pages

BENEFIT

Provides a direct link to the latest technology and points you in the direction of a suitable solution.

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.

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 logoff.

The website is personalised with your Company logo.

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the complete solution.....