

Service Solution



- Detailed status monitoring and intelligent alerting improves uptime and device availability.
- Custom reports per device or function are generated automatically to keep an eye on usage and to control the costs.
- Time-saving administration tools with flexible grouping and intuitive, colour-coded tree-view display.
- Reliable software that's ready to run, ready for your network!

TiFT

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Multifunction device management – now simplified

Innovative usage reporting, monitoring and centralised administration for your network multifunction devices with the e-BRIDGE Fleet Management System Version 4

Now you can get even more from your investment in multifunction devices and printers (MFP) with the fourth generation of Toshiba's original device management system. e-BRIDGE Fleet Management System (EFMS) allows you to maximise the efficiency and increase the availability of your organisation's multifunction printers – enhancing productivity in every part of your office environment.

Whether you are in a small office or a large corporation, the next generation EFMS provides status monitoring of your mission-critical infrastructure services and centralised administration of networked multifunction document managers and printers. Your team will benefit from better service and care due to proactive device status alerts, improved user management as well as detailed, custom usage reporting no matter what industry you are in.

EFMS is dedicated and reliable network management software exclusively for Toshiba and to a limited degree for third party MFPs and printers. End users, managers and IT administrators will value the reduced management time per device, prioritised alerts and cost transparency that will help keep any office, including yours, running at peak performance.

Custom counters and automated reporting

You cannot improve what you cannot measure: With the new EFMS you are able to measure almost everything with regards to device usage or consumption, easily and at the click of a mouse. Individual and group counter readings can fully automate your MFP billing process, eliminating manual work and ensuring 100% accuracy.

From across your network, EFMS continuously collects usage counts from every compatible MFP or

printer. Each device's function usage such as B&W and colour print, scan, fax is collected and available for report generation. Templates automatically group the data by department, location, cost-centre or your own variables and distribute reports via email. With scheduled, automated reporting you and your finance and facility management will have a clear view of the MFP usage and can easily allocate consumable quantities and cost.

The EFMS reports can be presented as tables, bar graphs or pie charts or export the raw data in PDF or CSV format for processing with Crystal Reports, Excel or other report generation software. And you won't waste time forwarding reports via email, with the EFMS user administration console, the right reports go directly to the right people.

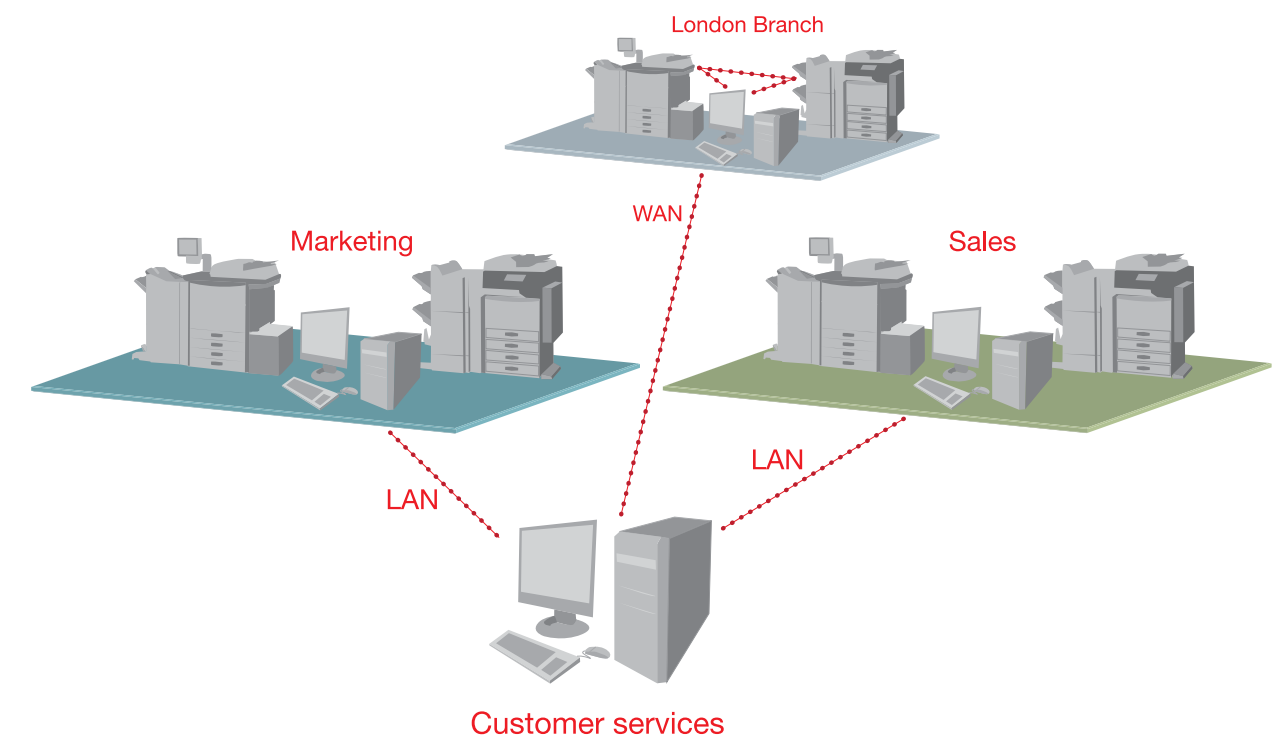
Device monitoring and smart alerting ensure availability

You have made considerable investments in MFPs to keep your teams humming along at optimal productivity, but it all screeches to a halt when a device sits offline without paper or needs service. That is where EFMS steps in to alert your users, operations

personnel or IT administrators to current or potential device disruptions and how they can be resolved.

The innovative EFMS software is continuously monitoring device status information including

consumables levels, error state, current activity and custom counters denoting a usage threshold for each function. The monitoring system will email or pop-up a visual message to alert appropriate staff as specified by the IT administrator.



- Comprehensive networked machine data available online at the System Administrator's or main user's workstation.
- Data can also be gathered from outside branches via a WAN connection.
- Easy and rapid cost assignment to individual departments and cost centres.
- Options for analysing any period or any function.
- 'No toner' and 'no paper' messages displayed centrally.
- Utilisation and needs planning to ensure optimum machine utilisation.



Effortless organisation and management

A hallmark of Toshiba's leading technology is the easy and intuitive management functions. With EFMS, bringing order to a wide array of MFPs and printers happens by design, giving you a simplified tree-view display and literally guiding you to problems when they occur.

After initially being discovered on the network by EFMS and assigned to configurable default groups, devices can be added to additional logical and organisational group structures such as location, department or cost-centre.

Sub-grouping up to ten levels allows for detailed granulation of devices, but remains easily navigable through a simple tree-view directory structure.

Centralised administration to save time

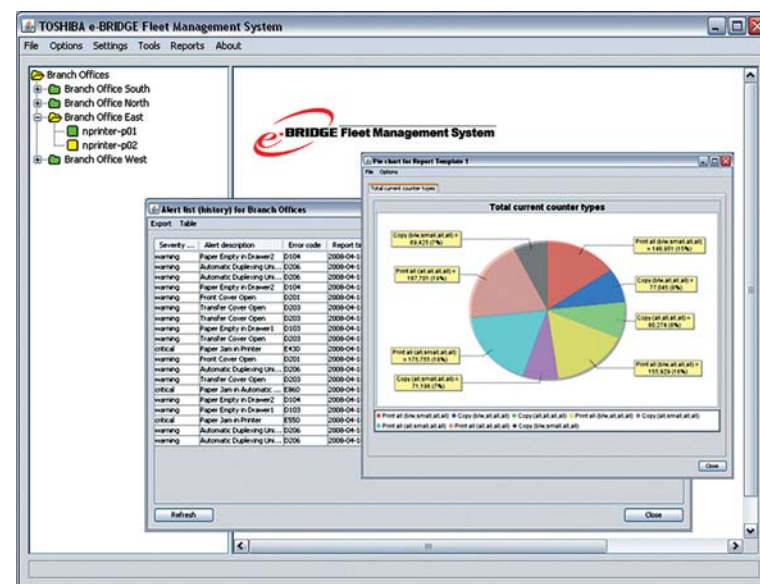
While IT people are used to managing their servers with administrative tools, EFMS is the equivalent tool to let you manage and report on your MFPs and printers.

EFMS 4.0 displays the firmware for all connected e-STUDIO devices – saving time and increasing your organisation's productivity.

From EFMS version 4.1 administrators can also access and update the respective firmware in e-BRIDGE 3 based e-STUDIO devices.

For the network EFMS will automatically identify devices by several criteria such as vendor, model, network name, IP address and serial number as well as custom definable fields and the device's group assignments.

The centralised administration window allows IT staff to remotely synchronise or clone a variety of MFP settings such as address book, department codes, copy/scan templates and network preferences.



Benefits for the whole enterprise

Efficiently operating MFPs and printers let you get more done in less time, reduce paper surplus and waste and save your organisation's money. Centralised administration and monitoring lowers management time per device for IT teams.

Users are satisfied with improved MFP availability, especially in the midst of time-sensitive tasks.

Automated notification to operations personnel gets them all the information they need to quickly resolve problems.

And accounting and management knows that the monitoring and usage reporting will help office workers operate more pro-

ductively, maximise equipment efficiency and provide the transparency necessary to reduce consumables volumes and costs.



“With the new EFMS capabilities users won't need to see the flashing lights of a non-operating device or an 'out of paper' message again. EFMS is a unique, dedicated and reliable network management tool exclusively for MFPs and printers. IT administrators, operators and managers will value the reduced management time per device, prioritised alerts and cost transparency.”



Features of EFMS at a glance

Device Grouping

- Flexible, parallel grouping enabling the replication of logical or organisational structures
- Sub-grouping up to ten levels and easy tree-view navigation

Device Monitoring

- Detailed device and usage status – colour coding of device icons reflects actual status and enables easy identification of devices that need attention
- Two-tiered alert mechanism via email or pop-up

Device Administration

- Device identification by multiple criteria including firmware level
- Remote push out of device setting updates to Toshiba MFPs (also on schedule)

Device Reporting

- Customisable reporting templates (tasks, content, covered device groups, timeframe) including scheduling and export functionalities
- Automated billing processes through regular device meter reading

System requirements

Server and Client

Java Runtime Version 1.6 is required and will be automatically installed during set-up if it is not detected. The EFMS Installer application can be used to install the server or client software on the following operating systems:

- Microsoft® Windows® 2000 Professional SP4
- Microsoft® Windows® 2000 Server SP4
- Microsoft® Windows® XP Professional SP2&SP3
- Microsoft® Windows® Server 2003 SP2
- Microsoft® Windows® Vista Business SP0&SP1

Server

- CPU – minimum Intel® Pentium® IV 1.6 GHz (or equivalent)
- Memory – 1 GB or more
- HDD – for program: minimum 400 MB available space (including system logs)
- for database: minimum 33 MB available space (for each connected device)

200 departments registered in each device*

# of devices	MB	GB
1	67.0	< 1
5	335.0	< 1
10	669.9	< 1
20	1339.8	1.31
50	3349.5	3.27
100	6699.0	6.54
500	33495.1	32.71

500 departments registered in each device*

# of devices	MB	GB
1	166.6	< 1
5	833.0	< 1
10	1666.0	1.63
20	3332.0	3.25
50	8330.0	8.13
100	16660.0	16.72

*) daily counter history: 3 months, monthly counter history: 15 months

Client

- CPU – minimum Intel® Pentium® III 800MHz (or equivalent)
- Memory – minimum 512MB (1GB or more recommended)
- HDD – for program: minimum 30MB available space