

# M2 Announces 'Intelligence' for Managed Print Services

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Includes device management solution, engineer response, parts management and secure data analysis to provide organisations with a pioneering managed print IT service

Manchester, UK – 3 April 2012 – M2 (<http://www.m2.uk/com>), the UK's leading independent managed print (<http://www.m2.uk/com>) IT services company, today announced the launch of its pioneering 'Intelligence' platform, an addition to its core managed print services software, which enables end users to proactively monitor and manage their own print assets throughout their enterprise.

M2 Intelligence enhances M2's managed print services by providing transparency and a highly proactive approach to the management of print service and maintenance. The software is directly linked to M2 in real time to ensure a seamless supply of print consumables, rapid identification of faults, rapid response of technical or engineering support, and timely dispatch of parts, all of which minimise print downtime and increase productivity.

John Taylor, CEO of M2 said, "Tracking usage and cost reduction is one of the biggest concerns expressed by organisations, yet 91% of finance directors do not have true visibility of the print and imaging fleet. M2 Intelligence provides this visibility across the enterprise and a proactive approach to downtime, ensuring timely delivery of consumables, and rapid response for faults and parts."

At its core, M2 Intelligence is an asset management tool, providing comprehensive real time visibility throughout the entire print environment. Proactively tracking and reviewing all activity primarily at device and network level, it is also fully integrated with M2's supply chain, engineering services, service helpdesk and account management.

It comprises four core capabilities:

## 'Control' Proactive Remote Management

A real time device monitoring system, M2 'Intelligence', allows an organisation to proactively control their infrastructure remotely, or it can be utilised by an in-house team to rapidly recognise when consumable supplies are running low or if device activity has lapsed. M2 'Intelligence' is directly linked to the M2 'Supply Chain' so organisations are assured that devices are proactively managed to deliver asset management, toner usage and automated toner dispatch while remotely identifying device faults.

## 'Access' Parts Management

The M2 'Intelligence' platform analyses every fault and part replaced by an M2 engineer creating a greater insight of individual devices and their wear and tear schedule. Using M2's 'Intelligence' platform, this information is then correlated with other businesses that use that device, highlighting their locations throughout the country to adjust parts and consumable stock levels in the M2 supply chain and on engineers' vehicles. This unique Access provides customers with an on demand service,

dramatically reducing the potential downtime of the device.

#### 'Response' Proactive Engineer Management

Using M2 Intelligence, it is possible to continuously monitor the health of each device on a network. Once the device highlights a fault code it is proactively flagged to M2. Depending on the required solution, it is diagnosed and aligned to the most appropriate department; either telephone support, engineer response or IT technical support. This ensures the device is up and running as quickly as possible.

#### 'Knowledge' Management Through Information

'Knowledge' is at the heart of the 'Intelligence' platform. It extracts information from devices and feeds them into the M2 'data warehouse'. Print volumes, consumable usage, fault calls, engineer visits, movements and parts fitted provide complete visibility across the entire print infrastructure and it is accessible via a variety of non-print devices with an internet connection. It is an essential management information tool which ensures service level agreements are being met and which enables an in-house team to be more proactive in its approach to managing the print and imaging fleet.

John Taylor comments: "M2 has invested £1 million into M2 Intelligence in a bid to ensure the most comprehensive and transparent MPS in the industry. With M2 'Intelligence', our MPS solution becomes even more intrinsic to the daily running of customers' businesses and our role is to ensure that their business is not limited by device complications. 40% of IT help desk enquiries are print related and we aim to relieve this pressure on IT desks, allowing them to focus on other important areas."

He continues: "A number of OEM's (owner equipment manufacturers) and industry analysts have evaluated and benchmarked our 'Intelligence' platform, stating we are years ahead of the industry. The OEM's in particular have been so impressed they have enquired about embracing the technology and incorporating into their own proposition."

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#### About M2

M2 is the UK's leading Independent managed print IT services company. Offering a proactively managed ranged of office print strategies, infrastructures and document processes, M2 helps organisations' reduce office print costs, waste and risk. Through an audit and assessment process, M2 provides organisations' with a customised best practice solution that benefits from the company's vendor agnostic approach. The company's professional account management teams helps secure sustained benefits and provides a continuous improvement programme.

M2 operates the four leading hardware brands including Xerox, HP, Canon & Ricoh, as well as the leading software providers such as Equitrac, Safecom and Uniflow. M2 provides all its own expert resources including engineering break-fix services to IT consultancy and support services. M2 provides a national UK service and specialises in the mid to large corporate market. Customers include Atkins, LSBU, Kings,

Manchester Airport, Moorcrofts, Westwood College and Shoosmiths. For more information visit [www.m2.uk.com](http://www.m2.uk.com).

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