



RISO Remote Agent

Efficient, Fast and Easy to Use.

What is the RISO Remote Agent?

RISO has developed a service feature that allows our technicians to better service your printer. When a printer is activated, the printer automatically transmits 'print count', 'supply levels' and 'error code' information to our RISO server via the Internet.

Using this information, we can generate three types of reports:

Analysis report - Total print count, print size, color ratio, ink volume, used paper, used tray etc.

Daily/weekly error report - Error code, description, error date, firmware, models

Connection error report - Identify disconnected users, last counter, models.



Customer Benefits of RRA

- **Decrease the time spent explaining the issue to our Tech staff**

Being able to collect basic information on your RISO's status frees everyone from having to ask and answer those tedious discovery questions.

- **Eliminate frequent meter reading visits**

Remote collection of print count information means that your unit stays up and operational.

- **Reduce the number of revisits**

Improve your printer's uptime by learning about and resolving all issues in one visit, rather than "fix-discover-fix". Your tech will know all the parts needed to resolve your issues beforehand, and have them pre-ordered for you.

- **Reduce printer issues by implementing preventive maintenance**

Get the most out of the tech visits you do have, with small adjustments that keep your RISO running great.

RISO Remote Agent

Multiple Tier Plan For Multiple Levels of Coverage

RISO has developed a number of levels for the Remote Agent, to best serve our dealers and the end users they serve. Talk with your RISO Representative as to which level is best for your customers.

Preferred class	free	• Connect RRA (w/o any reports)
Premium class	\$30/unit/year (90 days trial)	• Connect RRA with full reports
First class	\$500/unit/year (90 days trial)	• Connect RRA with full reports • Monthly technical advice

* FT Series models include 2 years of Premium class Service for free!



Preferred Class

RISO dealers who select the Preferred status get the following benefits:

- Quicker and more accurate correspondence from RISO's Technical staff
- Fewer visits for Meter Reads (an estimated savings of \$1,200 a year!)
- More efficient service and maintenance calls

Premium Class

RISO dealers who select the Premium status get the following, in addition to the Preferred level benefits:

- Shared copies of the status reports
- Increased efficiency on maintenance visits and fewer revisits
- Information on when to offer upgrade devices
- Easy monitoring of ink usage and levels
- Aids in monitoring connection with server (ie. network down, printer replacement, etc.)

First Class

RISO dealers who select the First Class status get the following, in addition to the Premium level benefits:

- Monthly useful advice from RISO's technical staff
- Preventive maintenance recommendations from RISO's technical staff
 - Reduce sudden maintenance calls
 - Improve field performance by up to 33%
 - Increase profits from ink sales
 - Reduce 22% of maintenance costs (vs break and fix maintenance)



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