



# Holistic Service Values from Fuji Xerox 富士施樂全方位服務

Power of innovation • Customer-centric continuous improvement  
創新求變 • 以客為本



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\*XEROX, and the sphere of connectivity design are trademarks or registered trademarks of Xerox Corporation.

The contents described herein are correct as of November 2011.

## 網上支援 (以EP-BB#作為強大後盾)

富士施樂強大的網上支援服務，由遙距管理、遙距監察、網上知識庫與遙距修復四部分組成，突破傳統上門或電話式支援模式，提供7x24全方位支援，助您更快捷解決疑難，將因故障而損失作業時間減至最低。利用互聯網接入，富士施樂的網上支援結合了用戶裝置的狀態、維修資料及咪錶讀數。透過這個強大的智能工具，用戶再無後顧之憂。

遙距管理(eAdmin)\* 和 遙距監察(eMonitor)\*

## iSupport Powered by EP-BB#

Apart from conventional onsite and phone support, Fuji Xerox's suite of online support services comprises eAdmin, eMonitor, eKnowledge and eRecovery, which deliver comprehensive support 24/7, enabling issues to be identified and resolved with greater ease and efficiency. Most importantly, it benefits users by maximizing productivity and minimizing downtime. Through Internet access, iSupport provides the customer's devices status, maintenance and usage information to Fuji Xerox and provides end users with a smart and powerful set of tools at their fingertips.

eAdmin\* & eMonitor\*

### 網上知識庫 (eKnowledge)

- 一星期七日，每日二十四小時全天候即時回應，毋須等候
- 自助式產品知識庫，提供步驟式指示，使用簡易
- 智能式「解難方案搜尋」功能，可按照特定產品、關鍵字、故障代碼、常見問答 (FAQ) 分類等方式查找所需資訊，幫助您更快解決問題
- 特設常見問答 (FAQ)、快速提示及要訣，輕易直達問題核心
- 備有最新驅動程式與軟件下載，更會因客戶操作系統建議所需的驅動程式
- 隨時更新富士施樂產品資訊

### 遙距修復(eRecovery)

- 先進的網上遙距支援工具，由客戶自主啟動，保障公司資訊安全
- 支援團隊透過互聯網連線瞭解客戶的設備運作情況，檢視、分享以及在需要時操控客戶的工作台，更快辨析和解決技術問題

### eKnowledge

- 24 hours a day, 7 days a week through-the-year online service support
- User-friendly self-help product knowledge base with step-by-step instructions
- Intelligent "Solution Search" feature searchable by specific models, keywords, error codes and FAQs
- Thoughtful FAQs are designed to provide speedy and straight-to-the-point hints and tips
- Provides latest downloadable drivers and software, most required drivers for customer operating system are recommended
- Regularly updated with Fuji Xerox products and information

### eRecovery

- Cutting-edge online remote support tool initiated on the customer side to ensure security of company information
- Our support team analyzes the operation status of customer's equipment via Internet. Customer workstations are viewed, shared and even controlled on request for faster diagnosis and resolution of technical issues



#### 自動報錶

在富士施樂有效的管理下，抄錶讀數能準確地自動報上，節省人手抄錶及提交報告時間，加強工作效率。

#### Automatic Meter Capture

Under Fuji Xerox's management, accurate meter readings are retrieved automatically, which eliminates productive time lost in manual checking and subsequent report submission.



#### 主動故障通告

富士施樂為客戶監控所有裝置，找出潛在的問題及主動提出解決方案，確保運作暢順。

#### Proactive Fault Alert

For problem resolution, the remote end-to-end incident management offered by iSupport promises proactive problem resolution. Devices are monitored to ensure optimal operation, Fuji Xerox identifies potential issues and proactively troubleshoots.



#### 主動耗材管理

富士施樂將補充耗材流程全面自動化，當耗材數量降至某一水平，就會發出通告，我們的服務團隊透過網上支援獲得即時資訊，耗材立刻得到補充。

#### Proactive Consumable Management

Fuji Xerox automates the supplies replenishment process by alerting users when consumables reach pre-determined levels. iSupport is connected to our customer support team, ensuring that supplies of new consumables are never far away.



#### 綠色環保報告

綠色環保報告包括3個主要報告，就是功能用途報告、生態報告及維修服務報告。這3個報告能讓你獲得多種資訊，包括監控打印用途，多功能系統對環境帶來的影響及維修服務記錄。

#### Green Report

Green Reporting comprises 3 key reports, namely Function Usage report, Eco report and Service report. These 3 reports are generated through the monitoring of your print usage, the environmental impact of your multifunction devices and information of your service history.



\*適用於指定型號  
所有連線均透過SSL加密協定，確保資料不會外洩。  
#EP-BB: Electronic Partnership Broadband.

網上支援網址：[www.fujixerox.com.hk/isupport](http://www.fujixerox.com.hk/isupport)

\*Selected machines only  
All internet connections are protected with SSL protocol encryption technologies to safeguard your business data.  
#EP-BB: Electronic Partnership Broadband.

iSupport website: [www.fujixerox.com.hk/isupport](http://www.fujixerox.com.hk/isupport)

## 效益 Benefits

#### 加強員工生產力

- 節省管理及營運設備的寶貴時間，將更多的時間投放在高生產力的工作上。

#### Increase Staff Productivity

- Save valuable time in device management and administration. This will leave more time for productive work.

#### 提升設備的生產力

- 主動監測故障及耗材，大大減低客戶的停機時間，使運作無間。

#### Improve Equipment Productivity

- Proactive monitoring of faults and consumables will minimize customer's downtime and improve availability

#### 專注核心業務

- 降低管理和營運設備的行政資源
- 減少設備所需的支援

#### Focus on Core Business

- Reduce administration and device management
- Reduce equipment support

#### 可持續發展的營商環境

- 由準確的報告獲取在碳排放、耗電量和紙張用量方面的資料，有助客戶實施和監測保護環境的最佳做法。

#### Sustainable Business Environment

- The wealth of knowledge gained from accurate account of equivalent carbon output, plus power and paper usage will aid customers in implementing and monitoring environmental best practices.



## 網上電子賬單服務

富士施樂一向在推動環保方面不遺餘力，不單在減低碳足印方面得到成果，更不斷提高員工在保育環境方面的意識，希望改善日趨嚴重的環境問題。除了以身作則地在環保方面努力，亦得到業界的肯定，在香港獲多個傑出的環保獎項。其實對富士施樂最重要的是能為不同的公司提供綠色環保方案來減低碳足印、加強生產力及減低現有成本。利用網上賬單服務，用戶除了可以隨時隨地查閱賬單及作出有效監控，更可為環保出一分力。

### 為客戶帶來的效益

- 免費登記
- 登記過程簡單，容易使用
- 利用自我管理平台建立所需的賬戶
- 電子賬單上載後，用戶便能隨時隨地存取
- 客戶可以檢索過往12個月的電子賬單
- 當電子賬單更新及上載後，客戶將收到電子通告

網上賬單服務登記網址：[www.fujixerox.com.hk/ebill-register](http://www.fujixerox.com.hk/ebill-register)

## On-line e-Billing Service

Fuji Xerox is committed to reducing carbon footprint and focused on increasing our employee awareness of environmental conservation while facing with the growing environmental issues. We further prove our success in green practices by winning many prestigious environmental awards in Hong Kong. More importantly, our green solutions have been helping companies reduce carbon footprint, increase productivity and gain dollar saving. With the on-line e-Billing service, customers can access their account anytime to gain visibility to the cost portfolio and enhance cost management in an environment-friendly manner.

### Benefits to Customers

- Free-of-charge enrollment
- Simple steps to sign up and use
- Self-managed platform to create user accounts to suit your company needs
- Accessible anytime, anywhere once the e-invoices are uploaded
- Available for retrieval up to 12-months of e-invoices
- Thoughtful e-alert to notify customer when updated e-invoices are uploaded

Register e-billing account: [www.fujixerox.com.hk/ebill-register](http://www.fujixerox.com.hk/ebill-register)



## 服務能力 績效標準

富士施樂對客戶的承諾就是無時無刻都為他們提供最優質的支援服務，能夠獲取國際認可的服務能力績效標準(SCP)就是我們時刻都能履行這個承諾的證明。富士施樂是業界唯一得到認證的供應商。

### 甚麼是 SCP ?

SCP是由領導業界在支援客戶方面表現傑出的50多家機構所製定的，其中的框架包含了超過100多個可量度的標準，用來評估業界服務及支援組織的整體效能。

### 如何獲取 SCP 認證?

SCP認證是由獨立第三方審計機構對富士施樂客戶支援部門的營運進行全面的年度現場審計後頒發。主要依據客戶的滿意度、表現指標和人員規劃等關鍵指標。這些指標將與業界其他提供同樣客戶技術支援的機構作出比較。

### 富士施樂的承諾

- 有系統的客戶反饋流程，所有意見都會記錄、處理及解決，而顧客在整個過程都能獲知最新的進展
- 實時顯示支援服務的狀態，令我們可以更快處理客戶的要求
- 透過高效率的生產工具 — K.U.B.E. 網站 — 可讓支援的工程人員第一時間獲得最新資訊，為客戶提供快速又有效的解決方案
- 網上支援網頁簡單易用
- 持續的認證過程，通過作出不斷的改進，確保所有標準都能達標

### 為客戶帶來的效益

- 服務質素不斷改善
- 達到業界最高標準及客戶要求
- 穩定的超卓服務水平

## Service Capability & Performance Standards

At Fuji Xerox, we are committed to delivering exceptional customer support at every interaction. Achieving Service Capability and Performance (SCP) certification is proof of that commitment. Fuji Xerox is the only vendor in the industry that is awarded with SCP.

### What is SCP?

Developed through the joint efforts of nearly 50 leading support organizations and contains a framework of over 100 measurable benchmarks, which are used to determine the overall effectiveness of a service and support organization.

### How is SCP certification achieved?

SCP certification is achieved after a comprehensive, annual on-site audit of the Fuji Xerox Customer Support operations by an independent third-party auditor. Evidence of achievement is gauged in key areas such as customer satisfaction, performance metrics and people programs. These metrics are compared with other organizations that also provide technical customer support.

### How it works at Fuji Xerox?

- Well-structured customer feedback process to ensure all feedbacks are documented, addressed, resolved and customers are being updated
- Real-time display of support activity to enhance responsiveness
- Effective management productivity tools, K.U.B.E. web portal, enable support engineers to have quick access to information and reach fast and efficient resolution to customers
- User friendly support web page
- Ongoing certification to ensure the standards are met with continuous improvements
- Continuously improvement in service quality
- Meet the highest industry standard and customer's expectation
- Consistent level of excellent service

### Benefits to Customers



## 服務承諾

富士施樂的服務隊伍矢志協助客戶發展業務，從前期的諮詢、方案實施以至整個服務流程，您都能體驗我們對卓越服務的執著與誠意。

### 首創平均99.7%無間運作承諾

富士施樂推出業界首創的「平均99.7%無間運作承諾」<sup>#</sup>，並配合最完備的服務支援，包括7x24 iSupport網上支援服務，迅速上門維修服務及四小時修復承諾。全新的服務承諾旨在減少設備維修及修復的時間，為客戶提升生產力。

#所提出之質素承諾是該公司致力提供的平均無間運作目標，而不應理解為該公司對任何個別客戶提供的指定服務標準

### 獨家百分百滿意保證

富士施樂承諾，我們售出的所有產品，無論在設計、製造以至服務各方面均能達到最高的品質標準，而衡量此標準能否達到的準則是「客戶百分百滿意」。

■ 獨家開創「富士施樂器材百分百滿意保證」計劃，客戶如對所購的富士施樂器材有任何不滿，自送貨日起計算三年內，可書面要求富士施樂免費更換相同型號或同類功能的器材

■ 凡透過富士施樂租用新器材三年或以上，客戶可於整個合約租期享用此項滿意保存證

\*部分打印機及數碼印刷系統除外

### 色彩應用課程

特設獨有的免費色彩應用課程，配合客戶的行業及業務需要，提供多方面的色彩技術應用顧問服務。

### 四小時修復承諾（辦公室器材）

再創業界先河，承諾由接到維修請求的一刻開始，於辦公時間平均四小時內為港鐵市區沿線的企業解決技術問題，修復故障。此乃業界最快的上門維修承諾。

### 獨有全天候支援服務

富士施樂深明無間運作之重要。特設7x24支援中心以應付萬一器材不能如期修復，而客戶急需打印文件的情況。

## Service Commitment

From presales consultation, project implementation to the entire business process execution, our service team is committed to delivering outstanding services for boosting your business development.

### Unrivalled Average 99.7% Uptime Assurance

Fuji Xerox is leading the way in service by offering unparalleled "Average 99.7% Uptime Assurance" <sup>#</sup> with the most comprehensive services support, including 7x24 iSupport service, speedy onsite support and four-hour recovery commitment. The new support charter aims at minimizing time-wastage for repair and recovery as to boost customer's productivity.

# The proposed quality assurance is the average uptime the company strives to achieve, and it should not be construed as a representation by the company to any customer

### Exclusive Total Satisfaction Guarantee

At Fuji Xerox Hong Kong, we are committed to the highest quality in the design, manufacture and service of everything we sell. We measure our success by one standard: total customer satisfaction.

• With our truly exclusive "Total Satisfaction Guarantee on Fuji Xerox Equipment" our machine\* is replaceable at your written request and at no charge with an identical model or a machine with comparable features and capabilities within three years from equipment delivery if you find it unsatisfactory

• If the newly delivered equipment is leased by Fuji Xerox for more than three years, our guarantee will apply during the entire term of your Fuji Xerox Hong Kong financing

\*This guarantee excludes certain Fuji Xerox printers and digital production systems

### Colour Application Training

We have an exceptional team of colour applications consultants to offer multifaceted advices on colour applications deployment according to your industry and operation to enhance your business.

### Four-hour Recovery Commitment for Office Equipment

We have created yet another pioneering innovation by committing to recover machine breakdown troubles for companies along MTR city routes within four business hours on average from receiving repair requests. This is the fastest site visit pledge in the industry.

### Unique Round-the-Clock Backup Service

We understand the importance of seamless operation to customers. We have a 7x24 Back Up Support Center to cater for urgent output if machines cannot be fixed in time.

## 持續改進

我們深信與客戶建立緊密關係是良好的溝通，細心聆聽客戶聲音是加強彼此關係的要訣。對於客戶的訴求，我們的目標是於兩小時內讓客戶收到回覆，及在兩天內獲得解決方案的建議。不論是客戶讚美或投訴，我們同樣珍惜，並為持續改進作出努力。

## Continuous Improvement

The key to building a strong relationship with our customers is communications. To deepen this communication, we strive to listen to customer voices. To this end, we target to respond to customer complaints within two hours and propose a solution within two days. Your comments, be they compliments or complaints, are our precious foundations for constant improvement efforts.



## 聯絡我們

想體驗富士施樂如何為您的企業締造最妥貼的產品方案，或如欲查詢產品資料，訂購貨品，歡迎您隨時聯絡我們的專業銷售人員及客戶專線主任。

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## Contact Us

To experience how we deliver the most suitable solution for your business, or for any product enquiry or order request, please feel free to contact our professional sales representatives or customer service executives at any time.

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FUJI XEROX  
**TOTAL  
SATISFACTION  
GUARANTEE**