DEEP DIVE INTO THE DATA YOU NEED AT THE CLICK OF A BUTTON

Designed by the DTP development team with our customers in mind, the DTP Asset Service Centre (ASC) provides accurate, real time insight about your print environment.

PROACTIVELY MANAGE YOUR FLEET

Providing high quality service delivery is the cornerstone of everything we do at DTP Group. Our unique ASC management information platform enables you to find relevant and useful information at a glance - the things that we know are important to you like updates on service calls, monthly usage statistics and full visibility of the current status of consumable supplies.

Ultimately, we put you in control so that you can make faster, more informed strategic and operational decisions.

YOUR DASHBOARD - THE DETAIL YOU SEE, IS THE INFORMATION YOU NEED

Gain snapshots into your print fleet with drag and drop widgets to customise your dashboard view. Access rights can be set by your organisation's administrator and dependent upon the level of user, data can be exported in several formats, so you can easily share information across your organisation. The ASC is mobile compatible too, so you can view your fleet on the move on tablets and smartphones.

PREDICTIVE INSIGHT

Analytics at your fingertips. Drill down into individual device data to identify mono, colour and total usage. Identify underused and overused devices and discover how your devices perform against the recommended monthly print volume (RMPV) and expected lifetime maximum page count.
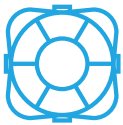
Find out more about the impact your entire fleet has on the environment in terms of water, CO2, and electricity consumption.
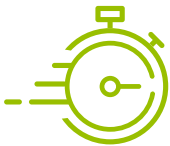
PRINT ENVIRONMENT INTELLIGENCE

ASC is the central hub for your fleet information. View devices that have been offline for more than 72 hours and identify device usage by the most and least used split by mono, colour and overall. Filter by fleet composition information such as manufacturer, device type and model and find out what software has been installed and configured on each device.

Within the ASC portal, you can also view granular location information (such as campus, building, floor, room) against each device. If information is incorrect, you can submit a request for the information to be updated via the portal IMAC function. ASC will also alert you when changes have been made to an IP address, a mac address, firmware version, serial and model number or host name. Changes are reported in a widget or detailed in the individual device.

INCIDENT MANAGEMENT

Take full control of your support tickets via the ASC portal. View and track your support requests for progress updates and find an overview of how many calls have been raised and closed by day, week, month and year.

AUTOMATED CONSUMABLE REPLENISHMENT

Manual management of your consumables becomes a thing of the past.
There's no need to pick up the phone to request a replacement consumable - DTP will automatically ship replacements to your site when they become low. You can view the complete lifecycle of any requests, right from the initial alert through to delivery.

At the click of a button, find out what has been sent, when it was sent and where it was sent. We'll even tell you who received and signed for it. You can see the current level of consumables in all your devices as well as all the previous supply requests on a device by device basis. Consumable usage is also displayed in graphical form to help you monitor your resources.

And if combined with DTP's Fleet Monitor solution, on site staff are able to quickly and efficiently identify when toner and paper supplies are low in a particular device, allowing for replenishment supplies only when necessary.

For more information about the DTP Asset Service Centre, or to find out how your organisation can access the portal, please call us on 0113 276 0210 or email managed-print@dtpgroup.co.uk