Firmware Connect App

Firmware upgrades made easy

Situation

Firmware (or systems software) for copiers and MFPs is released on a regular basis to fix operational issues, correct new compatibility issues, apply new security patches and introduce new features. These software and spar updates and traditionally handled by the customers, Xerox partner or onsite technician and can take over an hour to perform resulting in much downtime. New firmware versions are released about every other month.

Solution

The Southern Solutions **Firmware Connect App** provides automatic firmware updates when approved and released by Southern Solutions. Automatic Firmware Updates increase customer satisfaction, increase equipment reliability, increase equipment & network security, decrease service calls and decrease the customer, partner and technician workload.

Getting Started

Ask if the customer has ever had to download firmware.
Uncover pain points or frustrations with the current process of firmware updates and the resulting downtime.
Determine the value in increased productivity of having this process automated.

Technology Required

Xerox **ConnecKey** MFP
Contact Southern Solutions for the customized **Firmware Connect App**
Firmware Connect App is a hosted cloud service

Customer Benefits

Saves customer time and aggravation
Increases MFP uptime
Increases customer's network security

Solution Links: **Find Out More on ConnectKey**
Find Out More on Xerox All Apps