

# Protecting Customer Printer Data

REMOTE SERVICES @ XEROX

Certified to the international standard for information security management systems

We are committed to keeping your printer data secure when enabling Remote Services @ Xerox to communicate meters, supply information and performance data.



## OUR COMMITMENT

The Device Data Network is certified to the International Standards Organization ISO/IEC 27001 Information Security Management System. This certification demonstrates our commitment to the security of your device data as validated by an internationally accredited auditing body.

The Device Data Network (DDN) within the Xerox environment is the secure network platform that receives, stores, and utilizes your aggregated printer data to support automated billing, automated supplies replenishment and remote diagnostic functions.

**By maintaining a connection between your device and Xerox, we can diagnose problems to keep devices up and running, simplify the process for collecting meter reads and automatically ship toner based on your usage.**

Devices connect and communicate in one of two ways:

- **Device Direct:** A secure point to point connection enabled by an embedded software module within the Xerox® Print Device.
- **Device Management Application** (Xerox Device Agent): Software loaded on a secure workstation or server behind your firewall using Simple Network Management Protocol (SNMP) to discover and manage Xerox and non-Xerox printers installed within your networked environment.

Initiated by the device, device data is aggregated, and sent via an encrypted channel to the secure authenticated Xerox Communications Servers. Device data transmitted includes performance data, usage and configuration data. Examples include faults, parts usage, meters, supply levels and software versions.

**Customer image, scan, fax or Sensitive Private Information (SPI) are never included in these transmissions.**

## BENEFITS TO STAYING CONNECTED

- Enhanced service experience
- Improved up-time and increased productivity
- Automated meter reads, supplies replenishment.
- Simplified business processes.
- Real time fault code diagnostics

## CERTIFICATION BENEFITS

- Comprehensive, leading industry secure practices
- Certified evaluation of risk based management and breadth of security controls
- Privacy assurance management
- Supports regulatory and legislative compliance to Sarbanes-Oxley Act of 2002 , FISMA 2002, SSAE- 16
- General Data Protection Regulation (GDPR) and other data protection legislation
- Peace of mind knowing your printer data is protected and secured.

Free validation of this certification can be obtained by searching the BSI certificate directory at:

<http://www.bsigroup.com/clientdirectory>