



Monitor. Predict. Prevent.



Remote Preventative Maintenance

# Monitor and prevent issues before they cause downtime



In today's fast-paced manufacturing and logistics environments, operational downtime is a major cause for concern for modern businesses. At SATO, we understand that waiting around for on-site printer maintenance can be a costly exercise. And in reality, only 14% of all conventional maintenance work carried out by SATO customer engineers on site requires the technical input of an expert.

That's why we've developed a ground-breaking remote preventative maintenance solution to help keep print operations running on time, all the time with minimal disruption to SATO customers' operations. SATO SOS, is a cloud-based IoT-enabled system that acts as a virtual customer engineer 'right on site'.

In addition, for customers who would prefer a network-based solution – SATO Alerte, a secure asset management tool communicates maintenance requirements via email.

## Remove the need for an on-site engineer

Both the SOS and Alerte solutions have been developed to prevent printer issues before they arise by translating virtual data into actionable, trouble-shooting measures. Compatible with the SATO CL4/6NX series of industrial label printers and with a range of packages available, SATO preventative maintenance solutions help customers to eliminate downtime and the associated loss of revenue.



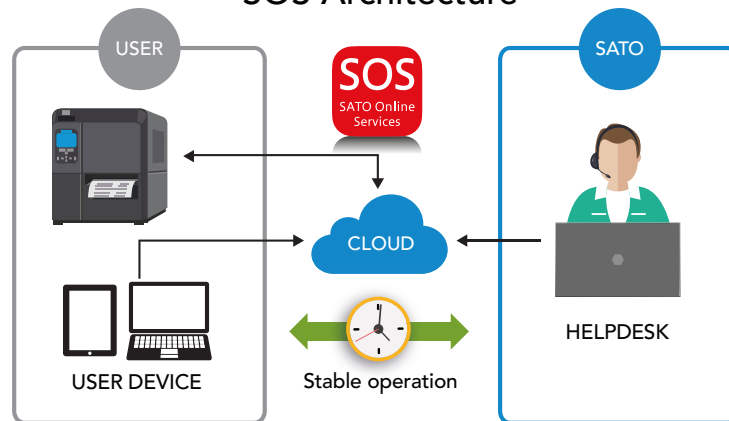
## A cloud-based IoT-enabled virtual engineer solution that reduces printer downtime



### ✓ BENEFITS

- Monitors operation status of printers on Cloud
- Enables on-the-spot troubleshooting, without the need for an on-site engineer
- Prevents operational downtime and improves efficiency
- Detects potential issues in advance

### SOS Architecture



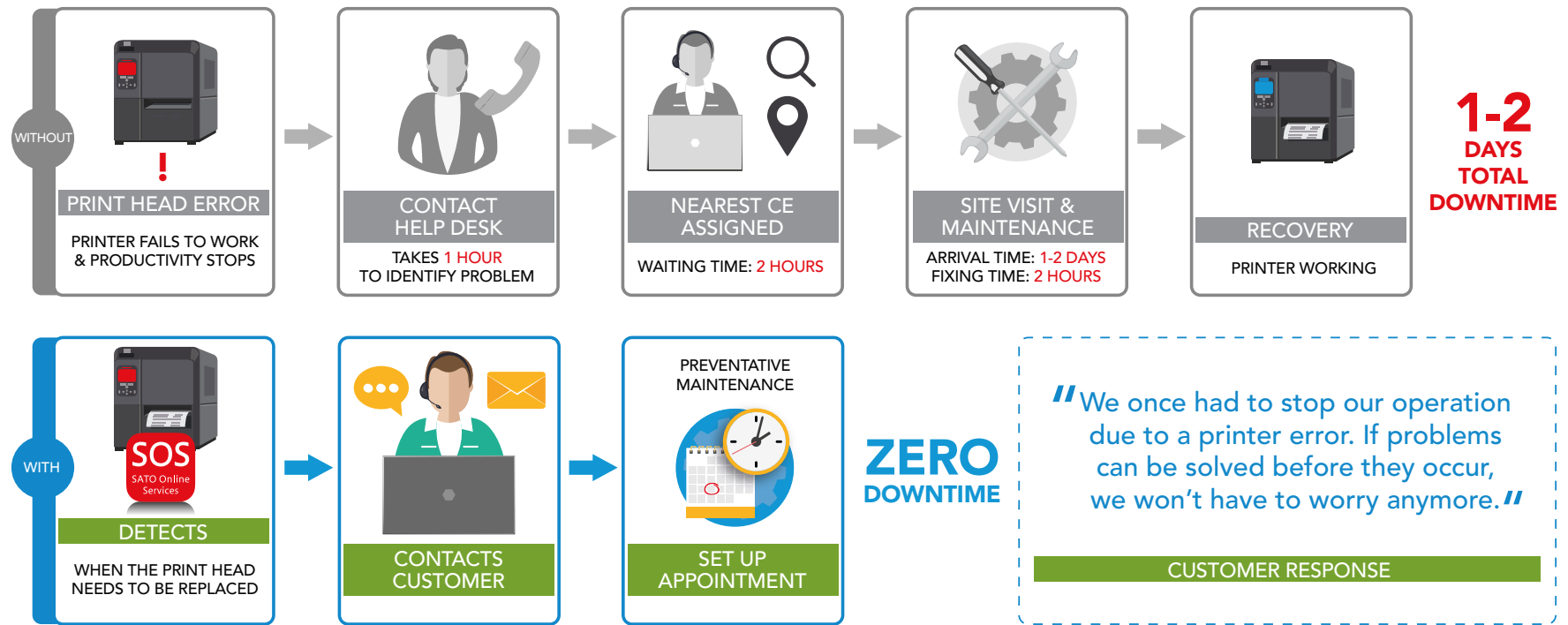
### Keeping you connected

SATO SOS is a cloud-based system that connects SATO CL4/6NX printers with SATO, sharing information that enables remote preventative maintenance and error detection without the need for an on-site engineer. Through online connectivity, the status of multiple printers is monitored, tracking daily data across multiple units and locations.

A broad range of data is collected, including: serial number, location, wear status of parts, systems information and error logs. This allows printer maintenance technicians to keep operations running and offer efficiency improvement recommendations that help to streamline operations.

See **fig 1.1** on page 4.

## 1.1 Keeping you connected – the benefits of using SOS







# Dual operating modes for **peace of mind...**

The SOS solution is capable of operating in two modes: 'real time' that monitors the printer online (and communicates via MQTT & HTTPS encrypted data) and 'on-demand' that requires no internet connection. Currently offered with real-time mode, the solution will soon be available in on-demand mode as an alternative for operations without an internet connection or those operating under strict security protocols.



Using on-demand mode will be made easy for users with a dedicated app that enables the scanning of a 2D barcode, displayed on the printer LCD, with a smartphone. The user can simply send data to the cloud from their mobile device to generate maintenance support.

## Bespoke SOS packages to suit your business needs

A range of SOS packages are available for SATO customers. To discuss the packages that best suit your needs, please contact the team for more information.

Find out more:



An asset management system that sends  
preventative maintenance alerts via email



#### ✓ BENEFITS

- Generates reminders and notifications relating to maintenance, cleaning, repair printer allocation, distance notifications and stock replenishment
- Prevents operational downtime and improves efficiency
- Enables on-the-spot troubleshooting, without the need for an on-site engineer
- A secure system with firewall setting – can be restricted to outgoing emails only

## Stays alert so you don't have to

Providing regular notifications and reminders for inspection and cleaning touchpoints and error logs, Alerte removes the risk of human error when scheduling preventative maintenance measures. The secure asset management system sends accurate printer data based on pre-set parameters to internal and/or external service teams or individuals via email who can then use it to streamline operations and eliminate downtime.

Alerte technology communicates with recipients via the customers' email network and is visible to IT management as a regular user sending daily emails. For optimum security, Alerte features a firewall setting and in addition, printer access to the email network can be restricted to outgoing emails only. For convenience, the SATO Alerte is compatible with the SATO CL4/6NX series of industrial printers with a LAN or WLAN connection. See [fig 2.1 on page 7](#).

## Connecting the virtual to the physical with direct communication

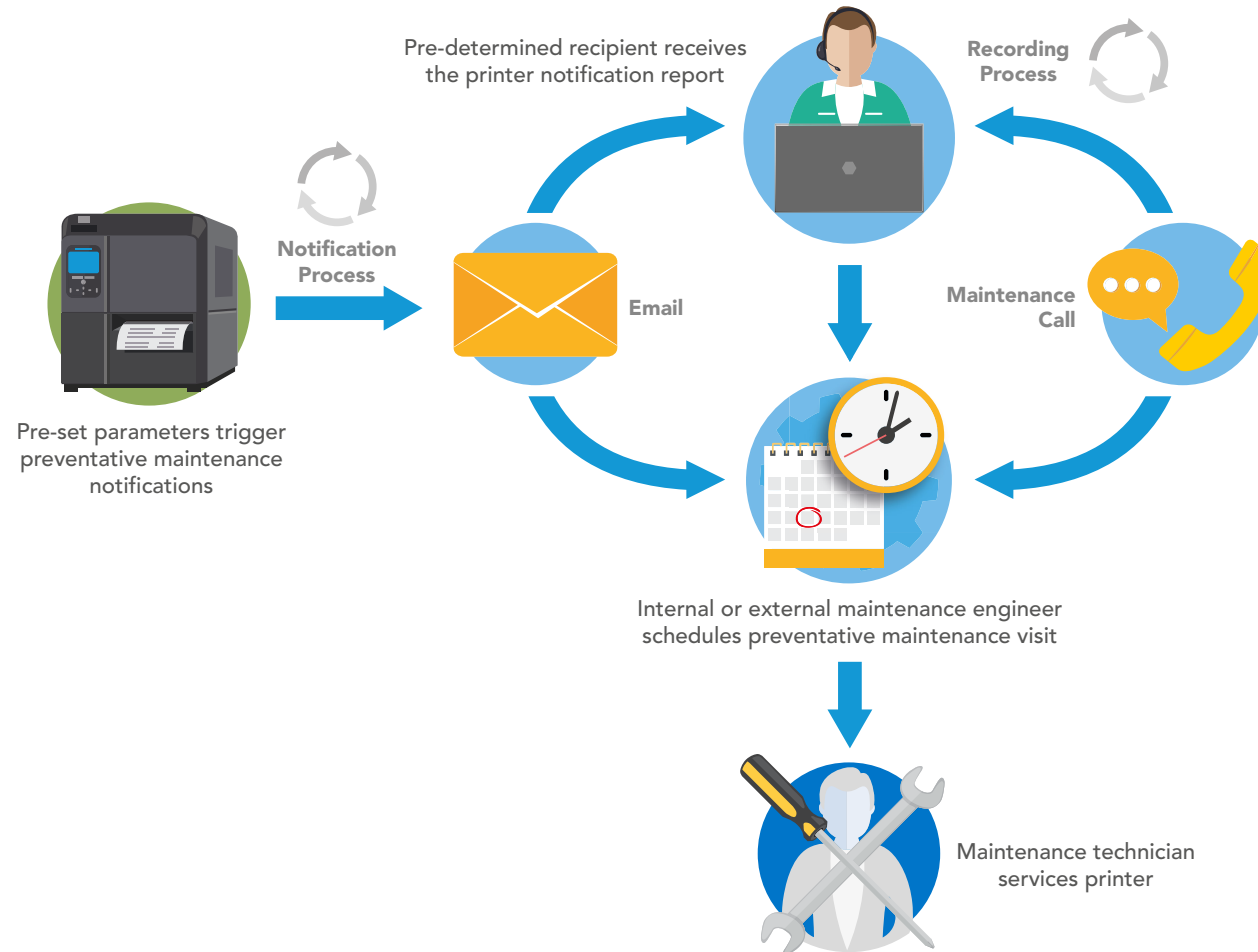
Notification emails are sent specifically to the person they relate to, reducing unnecessary communications for optimum efficiency. For example, service maintenance managers, production line managers and external maintenance engineers will only receive notifications and reminders that apply directly to their area of expertise.

A range of Alerte packages are available for SATO customers. Please contact the team today to find out more. See [fig 2.2 on page 8](#).

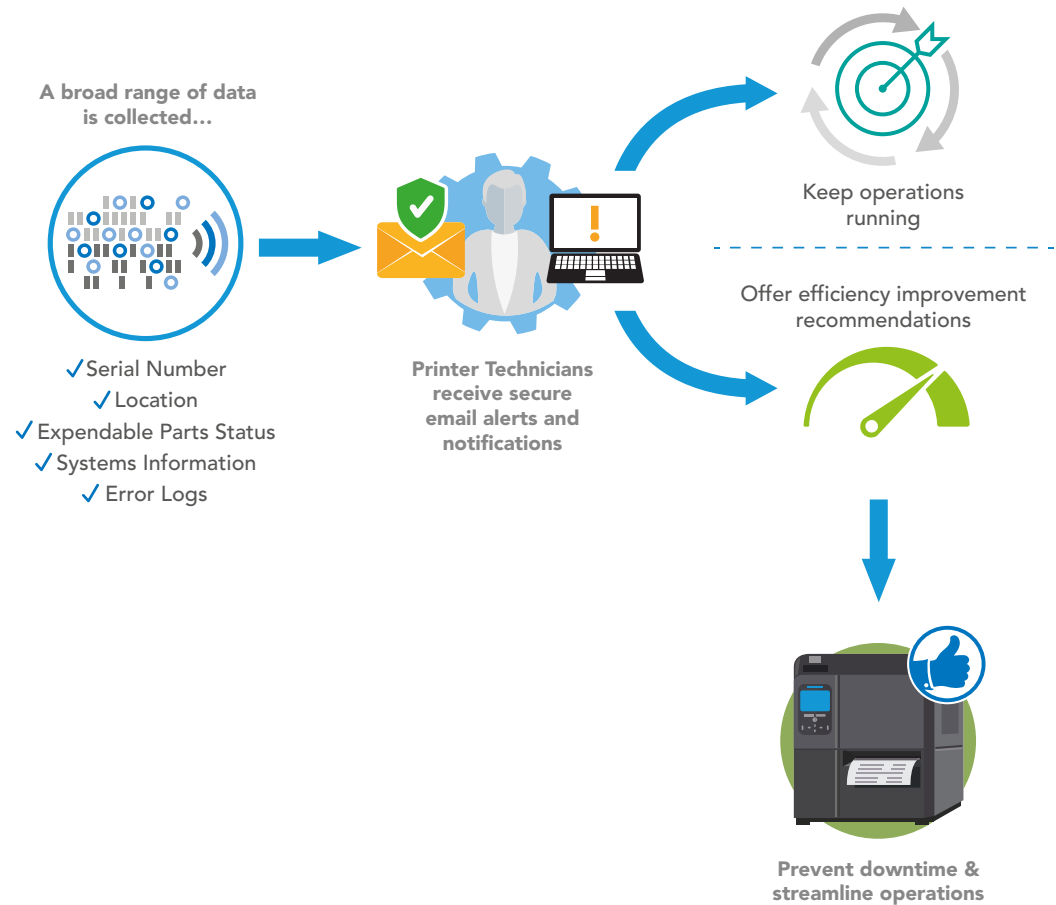
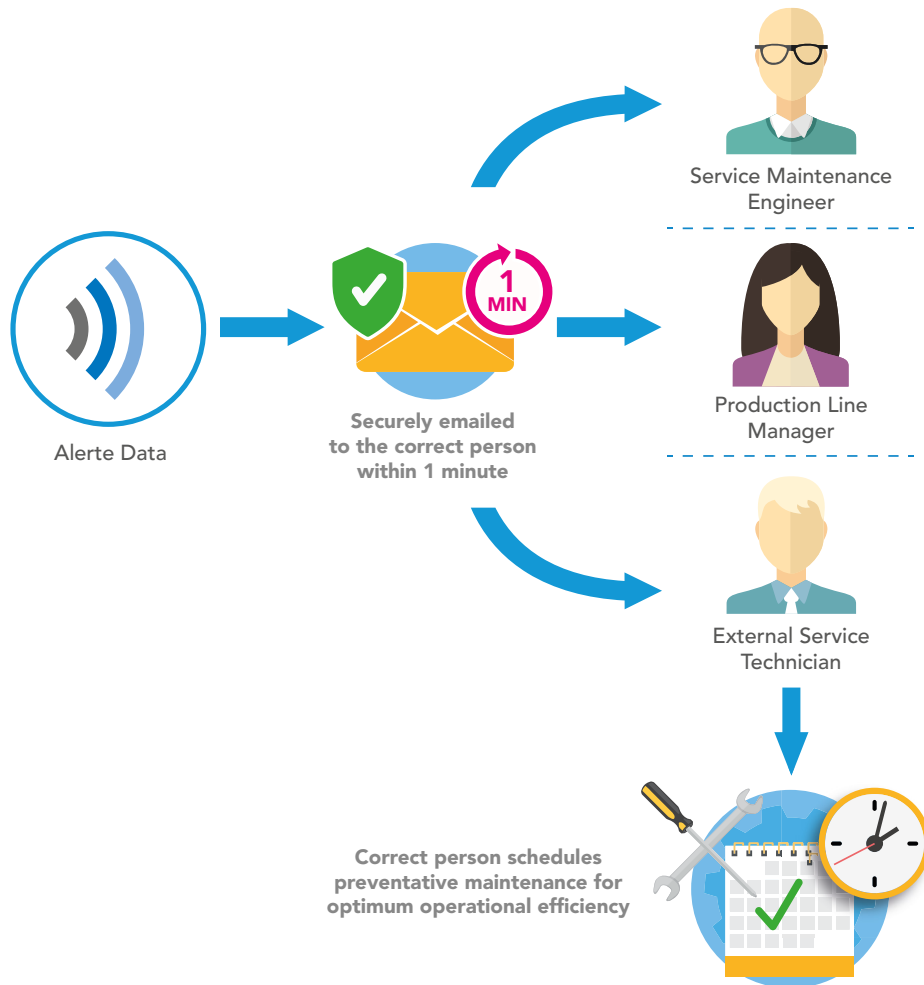
Find out more:



## 2.1 Stays alert so you don't have to



## 2.2 Connecting the virtual to the physical with direct communication





Visit [satoeurope.com](http://satoeurope.com) to find out more



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