

# Toshiba's Elevate Sky® services

## Staying ahead of the curve with a superior cloud.

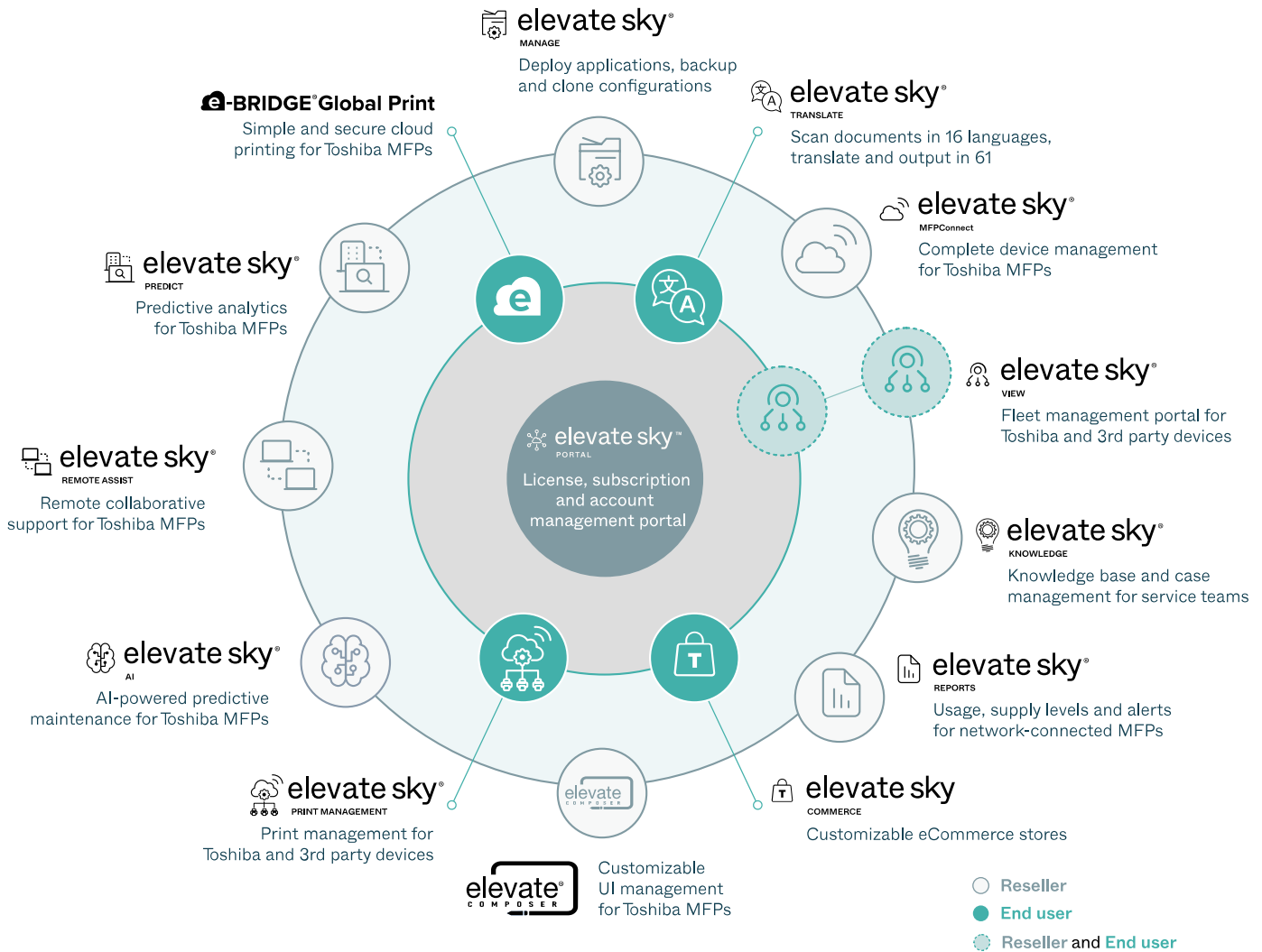
As businesses increasingly adopt cloud-based solutions, Toshiba prioritizes cloud integration and security in our product, solution and service designs. Our multifunction printers (MFPs) are highly secure, IoT Edge devices specifically designed for modern, Zero Trust work environments, and they seamlessly connect to Toshiba's cloud infrastructure and other leading cloud solutions.

Toshiba's Elevate Sky® cloud service tools leverage analytics and machine learning to deliver proactive and predictive services. Ultimately, these services provide greater insight and uptime for customers and enable Toshiba resellers to efficiently deliver a superior client experience through the cloud.



# Elevate Sky® services

Toshiba's integrated cloud services infrastructure.



Elevate Sky® services can be grouped into two categories: a suite of services that Toshiba resellers can use to manage their fleets and offer services to their customers, and a set of management portals to manage, configure and deploy those services.

These services leverage the cloud to provide benefits to both Toshiba resellers and customers, including:

- Improved monitoring and insights for superior service and support
- Proactive and predictive service knowledge for greater uptime and fewer service calls
- Fleet-wide remote deployment, configuration and management for consistent, secure and reliable results

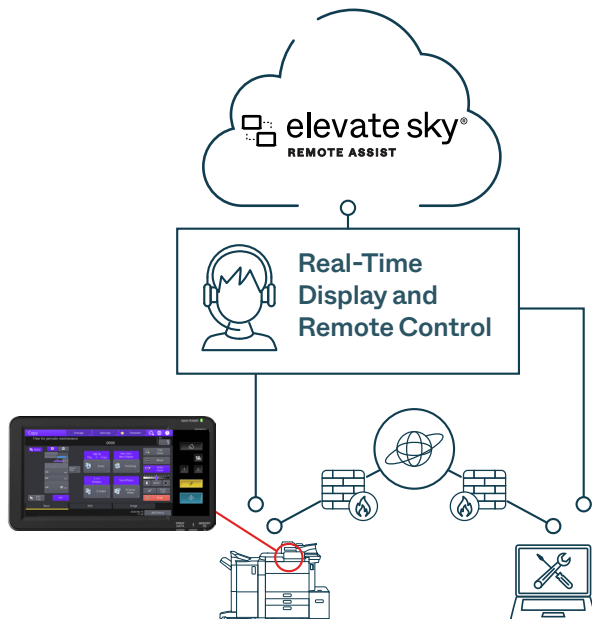
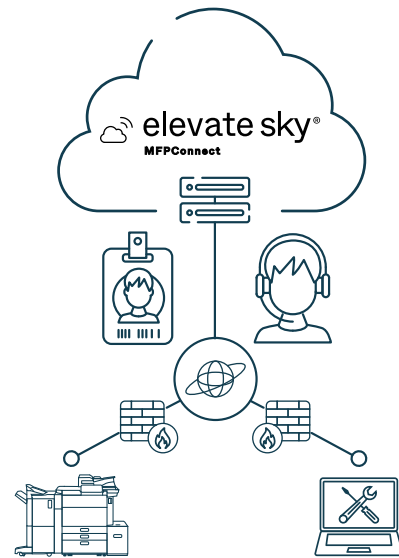
# Improved service and support delivery.

Elevate Sky® offers a suite of cloud-based tools and services that help resellers optimize their fleets and assist customers without the need for on-site visits.



Elevate Sky® MFPConnect is a cloud-based application that helps Toshiba resellers effectively manage dispersed print environments. This cutting-edge application simplifies fleet management, application and license deployment, and policy-based security management. Integrated directly into all Toshiba MFPs, MFPConnect collects device data, including:

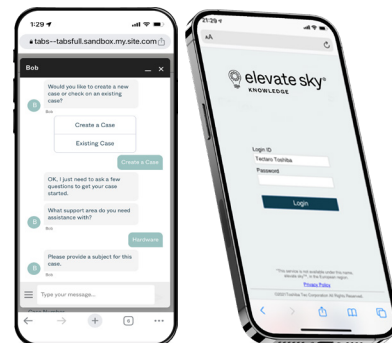
- Fleet settings and firmware levels in order to adhere to company policy or compliance regulations
- Automatic meter and supply information to ensure on-time supplies delivery
- Real-time service alerts and diagnostics information to increase uptime
- Policy-driven backups to enhance data recovery and ensure high availability in case of failure



Toshiba is committed to improving customer satisfaction through innovative solutions like Elevate Sky® Remote Assist. This cloud-based portal enables technicians to remotely access and modify device settings, analyze issues, collect log information and conduct maintenance on MFPs without the need for on-site visits, resulting in faster issue resolution and improved service quality.



Elevate Sky® Knowledge is a mobile-friendly knowledge base and case management tool that helps Service Managers, Help Desks and Field Technicians resolve support issues quickly. With AI-powered search, technicians can find information fast, manage cases on-the-go and access tech tools. Service Managers can also review case history and generate reports.

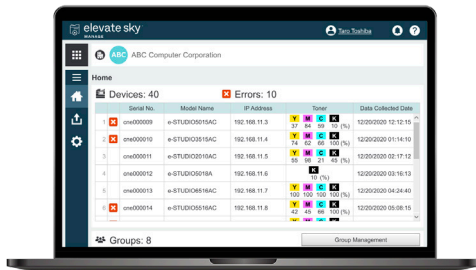


# Proactive and predictive service in the cloud.

Toshiba provides cloud-based tools to help resellers create and offer new value-added services to customers. These services go beyond basic fleet monitoring and management by including proactive and predictive break-fix services, fleet security services and report services.



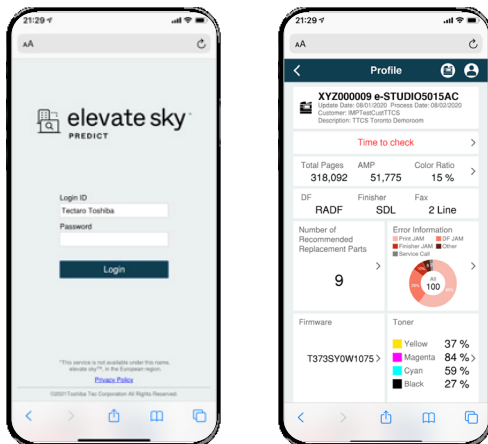
Elevate Sky® Manage provides resellers with a dashboard view that allows them to monitor and manage their customer's fleet with ease. The dashboard provides service alerts, error monitoring, policy-based security management, backup and cloning services. This enables resellers to offer fleet security services, backup cloning and integration with Microsoft® and Google™ identity providers.



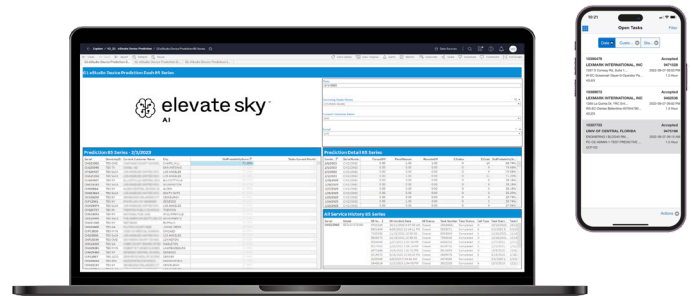
Elevate Sky® Reports is a cloud-based service that allows resellers to track customer fleet usage through a dashboard displaying daily/monthly usage and volume per customer, with live links to detailed data such as copy, scan and eco-friendly print. Users can generate custom reports, schedule downloads or email delivery, and it seamlessly integrates with Microsoft® and Google™ identity providers for easy reseller configuration.



Elevate Sky® Predict is a cloud-based analytics tool that enables technicians and resellers to monitor error trends in device fleets and predict failures, allowing proactive scheduling of break-fix services to prevent downtime and resolve issues before they occur.



Using analytics and machine learning, Elevate Sky® AI predicts future service needs by analyzing historical error trends and telemetry data from the devices in the fleet, compares this information with similar devices, and even generates service tickets and notifications for technicians. This allows Toshiba resellers to forecast inventory and service costs, offer proactive and predictive services, reduce downtime, increase productivity, improve customer satisfaction and streamline operations.







## Service management in the cloud.

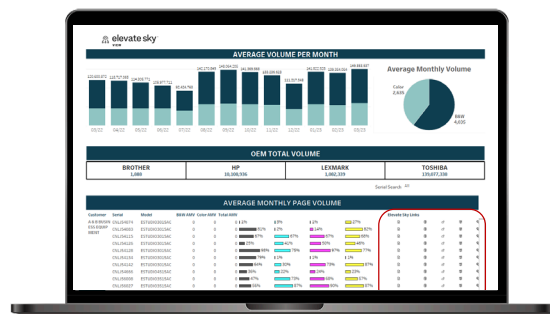
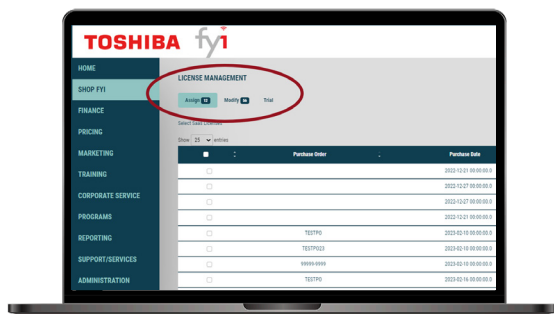
Additional solutions are available to resellers in order to manage their Toshiba cloud services and provide helpful resources to their customers.



Elevate Sky® Portal is a cloud-based platform that allows resellers to remotely configure, license and manage all cloud services. The portal acts as a single access point for resellers to manage licenses, administer services and get a comprehensive view of their fleet. Key features of the portal include asset enrollment to cloud services and license management.



Elevate Sky® View provides resellers with centralized access to a comprehensive range of Toshiba cloud services, including the ability to monitor their fleet, search and filter by device or customer, and track low toner levels. The portal's single sign-on functionality allows resellers to access all Toshiba cloud services with a single login, making it easy to efficiently manage their fleet from anywhere, at any time.





## Security at every layer.

Toshiba's cloud solutions and service tools are hosted on leading platforms like Microsoft® Azure™ and Amazon® Web Services™ (AWS), which have built-in security features. We take additional steps to ensure compliance with local laws and regulations for customer data handling. Communication between MFPs and our cloud solutions is encrypted using TLS1.2 or higher. We authenticate devices and users through certificate-based PKI. Our cloud infrastructure holds ISO 27001/ISO 27017 certification, and SOC2 Type 2 certificates are available upon request. For more information, please refer to our security white paper.



## You can count on our cloud-based products, solutions and services.

We are committed to staying ahead of the curve in cloud and security standards, and we are constantly innovating to provide our customers with the best possible products and services. Our expert service professionals are dedicated to helping our customers leverage cloud technology while ensuring high security in modern, Zero Trust environments.

**Connect with your Toshiba expert to see how Elevate Sky® can make all the difference in your organization.**

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