

**TOSHIBA**

# Kōdo<sup>®</sup> Raven

**Where device maintenance meets the cloud**

Technology that uses the Internet of Things to prevent issues before they occur

Remote Service In Progress



Low toner detected!

**TOGETHER  
INFORMATION**

# CLOUD BASED SUPPORT TO MONITOR YOUR DEVICES

**Kōdo Raven allows you to work stress-free, without the need to spend time taking care of your devices**

At Toshiba, we use cloud based support to check for any issues that may occur with your device. Our technology monitors consumables that are running low, potential issues or parts required, and updates that are necessary - so that you don't have to!

**While your business sleeps ...**

**... Kōdo Raven takes care of the rest**



Kōdo Raven works autonomously via the cloud. Health checks on the device enable all necessary updates to be completed and data backed up. If consumables are running low or parts need replacing - Toshiba automatically dispatches services to your premises.



Security patching



Preventative updates



Customised interface



Backup data



Order consumables



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Raven 

# THE FUTURE OF PRO-ACTIVE MAINTENANCE



Identify potential issues



Remediate before failure



Minimise disruption

**Kōdo Raven is pre-emptive, allowing you to be contacted before any of your work day has been disrupted**

**Say goodbye to archaic methods of device maintenance**

With Kōdo Raven, we take away those common disruptions and make sure you don't have to worry about running out of consumables or the inconvenience of unexpected breakdowns, on-site update, patches and adjustments.

**We've chosen to be one step ahead**

## WHAT DOES THIS MEAN FOR TOSHIBA CUSTOMER'S?

**Maximum uptime for your business equipment**

**Minimal disruptions to productivity**

**Reduce unexpected breakdowns**



## SOLUTION

- Limit down time by predicting breakdowns & initiating actions on devices
- Cloud based remote servicing of your fleet of devices
- Advanced remote monitoring tools automatically updating systems



## BENEFITS

- If Raven provides preventative and pre-emptive services then we shouldn't expect to have expired consumables
- Security maintained automatically, without user intervention
- Time saved by no longer ordering toner and checking levels, or making calls for a delivery



## PROOF

- Technician arrives on time with a detailed diagnostic report and parts
- Proven global platform
- Validation through system reports

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## About Toshiba

Toshiba (Australia) Pty Limited is part of the globally operating Toshiba Tec Corporation, active in various high-tech industrial sectors.

Toshiba is a leading provider of information technology, operating across multiple industries - ranging from retail, education and business services to hospitality and manufacturing. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage and display information. For more information please contact us:

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**Together Information is Toshiba's vision for how people and organisations create, record, share, manage and display ideas and data.**

**It is based on our belief that the most successful organisations are those that communicate information in the most efficient way.**

**We make that possible through an integrated portfolio of industry-specific solutions, all of which reflect Toshiba's commitment to the future of the planet.**

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