

TOSHIBA

Kōdo[®] Raven

Where device maintenance meets the cloud

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

Remote Service In Progress



**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. Once it's the device 's end of life, we make sure you're safe and that no data is retrievable.



Security patching



Preventative updates



Customised interface



Backup data



Order consumables



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 CUSTOMERS?

Maximum uptime for your business equipment

Minimal disruptions to productivity

Reduction in 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
- End of Life protocol wipes the entire device



BENEFITS

- Raven provides preventative & pre-emptive services, therefore negating the risks of consumables expiring & inoperability
- Security maintained automatically, without user intervention
- Time saved by no longer ordering toner & checking levels, or making calls for a delivery
- Client remains compliant and secure, not needing to worry about data being put at risk



PROOF

- Technician arrives on time with a detailed diagnostic report and parts
- Proven global platform
- Validation through system reports
- No leaks of important data

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Raven 

REAL TIME SUPPORT

Your Virtual Eye in the Sky

Using Virtual Network Computing (VNC) with Kōdo Raven, real time support is provided. Kōdo Raven can connect to a device and control it remotely anywhere, anytime.



REAL TIME SUPPORT WHEN AND WHERE YOU NEED IT

Extends remote control and visibility of the MFP panel to your support team, in real time via mobile app, tablet or desktop with its flexible features



DEMONSTRATE, LEARN AND COLLABORATE WITH VNC

Create an efficient and collaborative environment anywhere, anytime. Provide an interactive training experience whether it be face-to-face or online by connecting to your MFP panel with VNC in real time, across existing popular platforms



ENHANCED PRODUCTIVITY

Removing common disruptions and frustrations from the equation, VNC allows you to keep your business up and running

[SEE MORE, DO MORE WITH VNC](#)

SECURITY GUARANTEED

So what happens after the device's life?

Kōdo Raven's End of Life protocol ensures compliance and mitigates the risk of data leakage.

When a device's life has come to an end, it is completely wiped of all personal data, settings and applications.

Kōdo Raven takes care of the rest, so you don't have to.

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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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Contact your local Toshiba office to check availability of Kōdo Raven in your area and find out how it can help your business.

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.