Xerox / UNC MFD Replacement Process

**Department Assessment**
- Xerox/UNC Program Manager Review Program & Models

**Pre-Installation**
- Xerox schedules call 1-2 Weeks in advance of installation date
- Xerox, KDC & UNC IT Support preview installation
- Installation date set
- Notes published

**Installation Xerox**
- Xerox ASE configures units to UNC specifications
- Supervises delivery of new units
- Responsible for all device operational settings and issues
- Insures UNC security settings are in place
- Configures department specific settings
- Collaborates with UNC IT to enable UNC network dependent settings, i.e. scan to folder
- Reviews installation with KDC; obtains approval signature

**Installation UNC IT**
- UNC IT Support maps print drivers
- Responsible for all operational issues outside of device, i.e. print drivers & UNC network
- Selects and downloads appropriate print drivers, i.e. PCL, Postscript or Global Driver, Windows or Macintosh versions
- Prepares and executes print driver delivery method, i.e. via print server or loaded directly
- Collaborates with Xerox ASE to enable UNC network dependent settings, i.e. scan to folder

**Post Installation**
- Initial Follow-Up
- Electronic Check-In
- Xerox Help Desk
- Daily visit from Xerox ASE during first 1-3 business days after install to address post installation issues
- Xerox Help Desk is primary contact point for all Xerox MFD Service Requests
- Periodic email check-in from Xerox via Sentinel client satisfaction tool – with Xerox Management visibility

**Orders placed**
- Selected department meetings are determined by UNC Program Manager
- Custom orders typically have 21 day lead time
- Standard orders usually ready for delivery dependent on model availability within inventory; otherwise 21 day lead time applies