

# Your Goal: 100% Uptime



**Keep Your System Operating at Peak Performance**

**Technical Management and Redundancy**

**Respond Quickly and Effectively to Outages**

**Handle Overflow and Temporary Spikes in Demand**

**R I M A G E<sup>®</sup>**

## Introduction

What's the secret to achieving 100% uptime? You've already made the most important decision - to select a disc publishing system from Rimage, the industry leader with over 22,000 systems currently installed globally. Let's walk through some steps you can take now to ensure you maximize uptime of your Rimage systems.

We understand that when your systems are not operating at peak efficiency, disruptions to your business take you away from serving your customers. This guide covers four main areas of focus to ensure a successful disc publishing workflow within your business - steps that work together towards achieving 100% uptime.

# Keep Your System Operating at Peak Performance

When you use a Rimage system, you use a combination of robotics and software that have been refined over more than two decades for ease of use, reliability and the high quality that you expect from the Rimage name. As with any robotics or software suite that offers endless customization and configurability, a little knowledge about how the system works can help you get a lot more out of it. To keep your Rimage system operating at peak performance for years of use, Rimage offers training, services and resources to help users learn. These tools supplement standard Rimage service offerings such as on-site service, exchange, and software maintenance contracts that may be available in your region.

## ***Installation & Training***

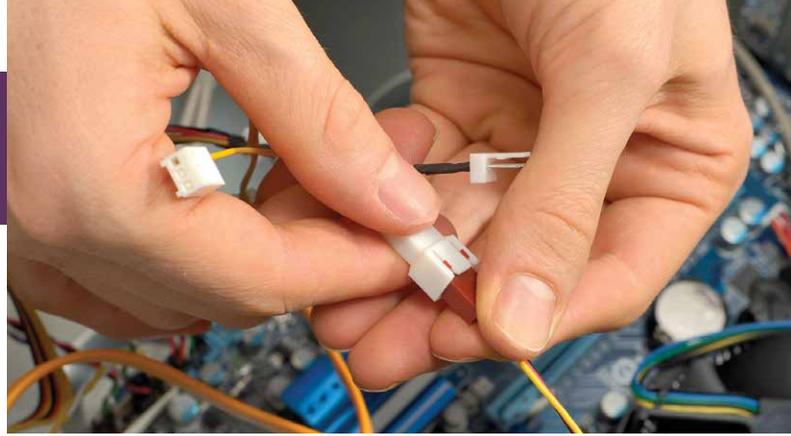
Getting started on the right foot makes for a smooth journey. Rimage offers both onsite installation and training as well as remote virtual training. With onsite installation, an experienced Rimage technician will install and configure your Rimage systems. More importantly, your users and administrators will get several hours of extensive hands-on training customized for the workflow and environment at your facility. If onsite is not required, Rimage also offers virtual training via online tools. Your users will get the same customized training from a Rimage technician using video chat and other online tools.

Training is not limited to new installations. Whether a refresher course for existing staff, or “getting started” training for a new hire, Rimage can help ensure your team knows all the tips and tools to be effective.



## ***Preventative Maintenance***

Rimage also can assist with preventative maintenance visits, with a Proactive Care Service agreement available in the U.S. While Rimage systems are designed to require very minimal alignment and cleaning to stay in top operating condition, preventative maintenance is important. Even though your team



may be maintaining and servicing the hardware themselves, a tune-up from a specialized technician can help if a system needs additional attention or your team is backlogged with work. Rimage will ensure the system is running the latest software and firmware updates, and will check, clean and align all the wear parts to factory standards.

An experienced technician will know what to look for, and can provide tips to your onsite staff to keep your system operating at peak performance.

## ***Other Education***

Rimage offers an online Help Center that allows users to search for information and documentation, as well as access our trained Technical Support staff. Unlike big call centers with staff reading from scripts, Rimage Technical Support staff are trained professionals that can assist with any technical needs your Rimage system might have. Between the online resources at the Rimage website and access to the Rimage Technical Support staff, your users can always get the answers they need.

To service our global customers, many user guides and other documents are available in multiple languages. Be sure to check out all the online videos at [www.rimage.com/learn/videos/](http://www.rimage.com/learn/videos/) as well for tips on operating and maintaining your Rimage system.

## ***Security and Your Rimage System***

Keep your Windows operating system and Rimage Software Suite up to date to maximize protection against any possible intrusions. Install an anti-virus software program and ensure it runs regularly to keep your system safe and operational. Your Rimage system should be treated in many ways just like a laptop on your network. Don't share user accounts, don't write the password on a sticky note next to the system, don't download unknown files - in general, use safe computing practices.

While your Rimage systems are designed for the highest reliability for years of service, understanding how to keep them in top shape and respond to unexpected situations helps you towards the goal of 100% uptime.

# Technical Management and Redundancy

Rimage systems are designed to be a perfect fit for a wide range of workflows. By offering a variety of hardware solutions, users can select the right one for their production needs. But if your needs exceed what a single system can produce, networking a second system into the workflow might seem technically intimidating. Rimage makes this easy with a powerful Rimage Software Suite designed for networking and scalability.

## ***Shared Messaging Server***

One of the software services in the Rimage Software Suite is the Rimage Messaging Server. It handles all the communication between client software and the services that record, print and produce the discs. In your installation, any number of Rimage systems can connect to the same Rimage Messaging Server, allowing them all to be controlled and monitored from a single client. Even if you have multiple clients submitting jobs, this setup can allow redundancy and basic load balancing automatically without user intervention. This scalability allows you to easily submit jobs and let the Rimage software figure out which systems are available to produce the job, and which systems have the right capabilities for a specific job.

## ***Rimage System Manager***

If your workflow requires multiple Rimage systems, but little need to have them all operating together, there are still ways to make managing them all easier. Whether using the desktop Rimage System Manager or the web version, your entire fleet of Rimage systems can be added to a single dashboard. Your team can monitor job status, get alerts, and reconfigure systems easily from a single location - even if the systems are not tied together.



Rimage systems and software are designed to be flexible and scale to your needs. Ensure you are getting the most out of your disc publishing systems by taking advantage of these Rimage capabilities. With multiple Rimage systems, you're well on your way to achieving 100% uptime.

## **Handle Overflow and Temporary Spikes in Demand**

You know that disc publishing is integral to your company's workflow, but even Rimage systems have limits to how many discs they can produce. Many businesses have fluctuating demands for distribution and storage of digital content -- a big content release, a busy ramp up for holiday shopping, or a compressed timeframe to distribute financial information. These temporary spikes in production may not require purchasing additional Rimage systems, but Rimage can still provide cost-effective solutions when you have more work than systems to do it on.

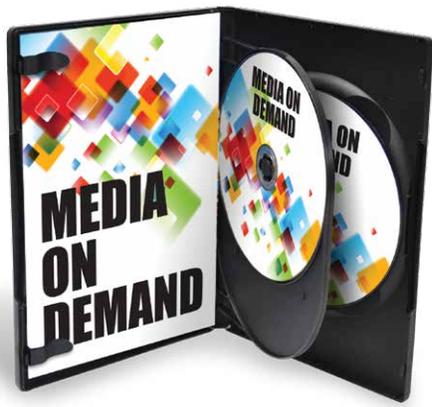
## ***Rentals***

Sometimes your workflow is seasonal, and extra capacity is needed for a few busy months. Rimage does offer monthly rental systems to help you produce the discs you need in the time frame in which you need them, with a two-month minimum contract. As this involves installing and integrating the rental systems into your workflow, this option is normally best for known spikes in production that can be predicted. Whether it is holiday season or tax season, renting additional systems from Rimage can help you expand your production capabilities when it matters to most, without capital investment.

Moving production to a new location? Set up a rental system in the new location for a few months so your team can easily manage the transition without impacting operations.

## ***Rimage Fulfillment Services***

While Rimage is best known for providing quality solutions for in-house disc production, Rimage also offers complete outsourcing capabilities with Rimage Fulfillment Services (RFS). You get the same professional quality discs and printing as doing it in-house, while also being able to choose custom packaging, shipping and other logistics. Even if you keep the majority of your production in-house, RFS can be used for short term spikes in demand or other situations where in-house production is not possible. Unlike many outsourcing options, RFS does not require any minimum number of copies, allowing the same unique disc production as an in-house system.



With RFS, you're not limited to optical discs. If your business requires content distribution through USB, SD cards, or even external hard drives (HDD), RFS is your answer. Optical disc packaging options are wide-ranging, including standard CD, DVD, and BD cases, Digipaks, Wallet Boxes, Album Boxes, and more. Visit [www.rimage.com/rfs](http://www.rimage.com/rfs) to learn more about the extra capacity that RFS can instantly bring to your business.

Sometimes you need more than "100% uptime" just to keep up with demand. Rimage provides options to allow you to be flexible in your production capabilities. Let Rimage help handle overflow and changes in your demand so you can focus on the rest of your business.

## Respond Quickly and Effectively to Outages

Unfortunately, computer systems are susceptible to outages that will, of course, come at the most inconvenient time. While Rimage systems are designed for quality and reliability, sometimes the inevitable happens. With preparation, you can minimize any downtime and respond quickly and effectively.

### Rapid Exchange Contracts

Rimage understands that your business relies on your automated system, and uptime and quick problem resolution are critical. With a Rapid Exchange contract, you will receive a replacement unit or applicable parts for installation with next-day delivery. Also included are direct access to the Rimage call center and online Help Center, detailed replacement instructions, and necessary return shipping materials, simplifying the return of items to Rimage.

### Replacement Parts

In a robotic system, there are many moving parts, some of which are considered 'wear items' by necessity. This means that it is expected they will need to be replaced periodically, similar to changing oil in a car. Some mission-critical businesses choose to purchase a spare recorder or other relevant parts, for use when needed to maintain critical production. If you would like to consider this approach, contact Rimage Technical Support for recommendations for your system.

### Rimage Fulfillment Services

This outsourcing service, described above, is provided through three RFS nodes servicing customers around the globe: Minneapolis, Minnesota; Portland, Oregon; and Dietzenbach, Germany. Customers who proactively integrate RFS into their workflow are able to quickly engage this option when needed, both to take over during hardware outages and to supplement for peaks in demand. Node selection is determined by the end user's requirements, matching capabilities of each node and optimizing cost-efficiencies for production and shipping expenses.



Choosing how you will respond to outages is a business risk decision. With preparation, you can make that outage a simple inconvenience rather than a major catastrophe. Rimage has options that address all levels of needs and budgets.

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