Come on board
Managed Print Services

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OneXillium: Your global Managed Print Service partner

With a decade of experience in global Managed Print Services for the cruise industry, OneXillium manages approximately 1,000 printers on 100 ocean and river vessels globally, delivering the following results for our clients:

Efficiency

- 1 Global Point of contact
- 40% Reduce in downtime

Budget

- 1 fixed invoice
- 50% Direct cost saving

Sustainability

- 50% Less shipping movements
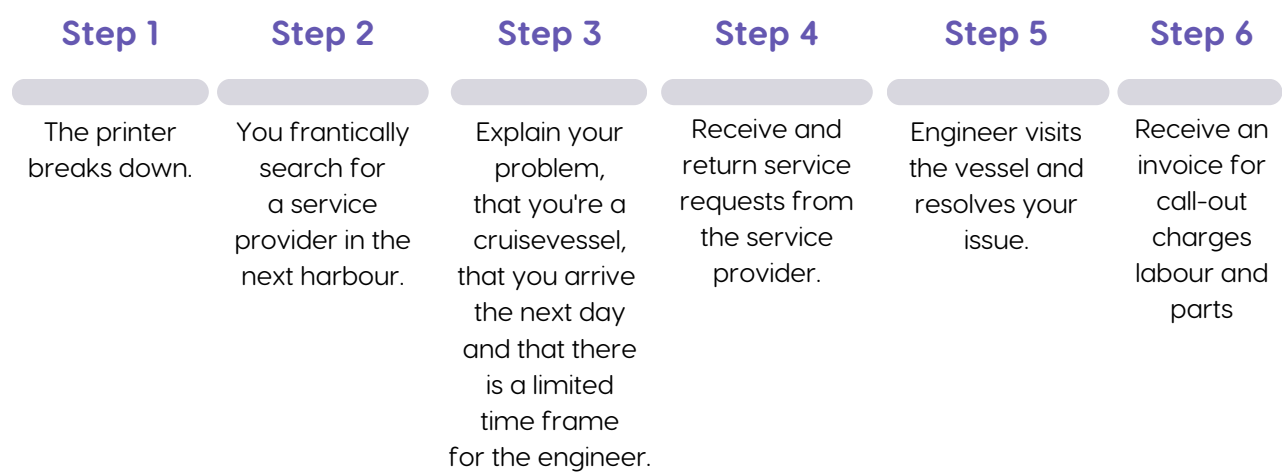- 40% Reduce in paper usage

Zero Trust Print environment

- Secure print and scanning
- Monitor, analyse and report

Here's how we've realized these results.

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# Achieve 40% less downtime with our global service solutions

When it comes to your technology, you and your system engineer team have to ensure that everything works 24/7. You don't want to go through an endless cycle of break-fix. Yet, this is exactly the cycle that many system engineers continue to run with to this day for the print environment on a cruise vessel.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
The printer breaks down.	You frantically search for a service provider in the next harbour.	Explain your problem, that you're a cruisevessel, that you arrive the next day and that there is a limited time frame for the engineer.	Receive and return service requests from the service provider.	Engineer visits the vessel and resolves your issue.	Receive an invoice for call-out charges labour and parts

Step 1 - 6 repeat if the engineer can not solve the issue (reasons: limited timeframe, does not have needed spare parts etc.)

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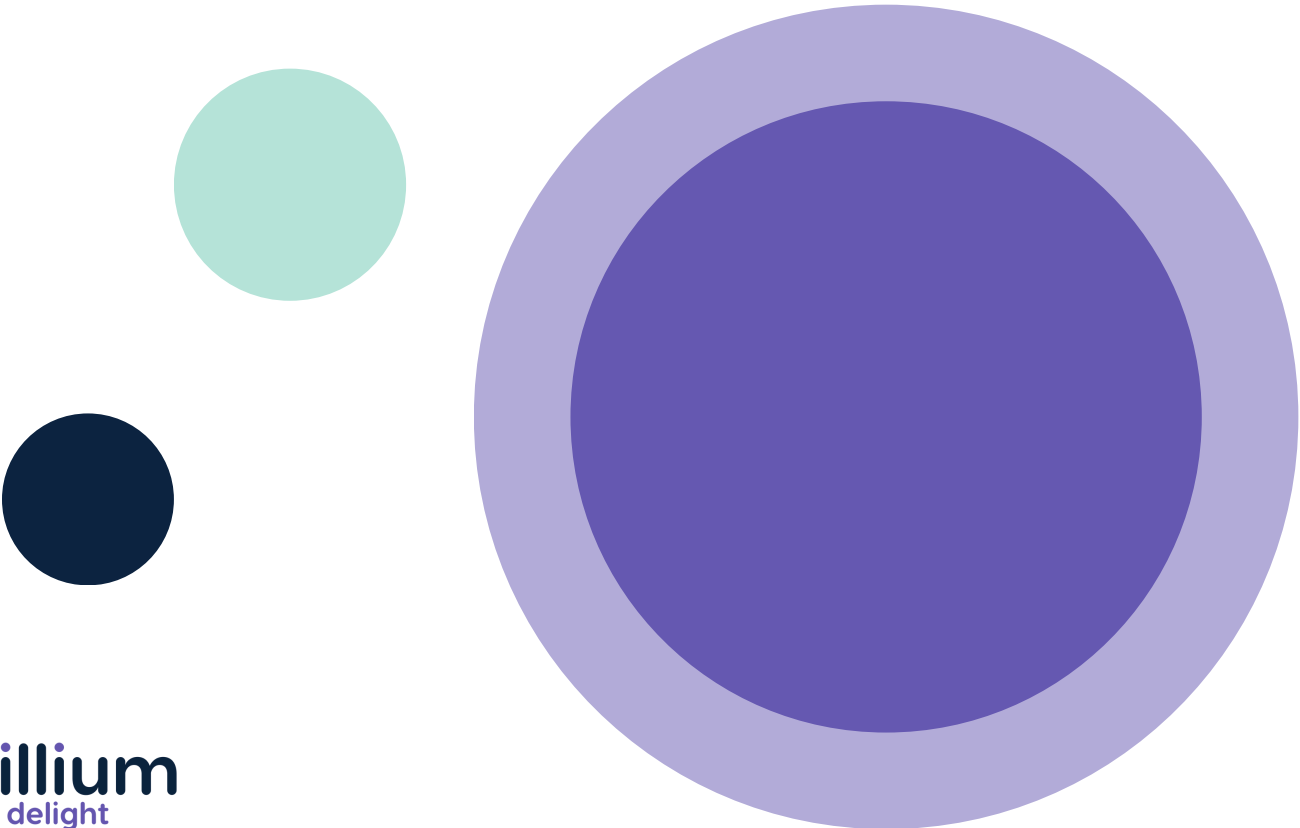
Our solution
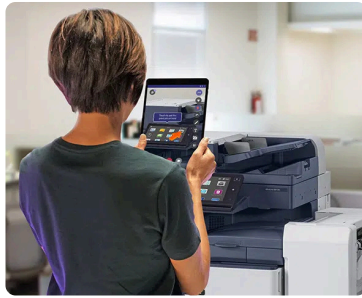
We know your IT and print environment and thanks to connected printers, augmented reality and a global network of engineers we can reduce downtime with 40%.

Service at Sea
Based on historical data and connected printers, we know which parts are needed to resolve printer issues. These parts are kept on board, and with the help of Augmented Reality solutions, crew members can directly resolve most malfunctions themselves without the need for an engineer.

Global network of engineers
In case an engineer is needed OneXillium has access to a global network of engineers. We know your itinerary schedule and we make sure the engineer visits the vessel in time with the needed spare parts. And the best thing....all costs are included in 1 fixed invoice per month!

60%
Remote call solution

40%
Reduce in downtime

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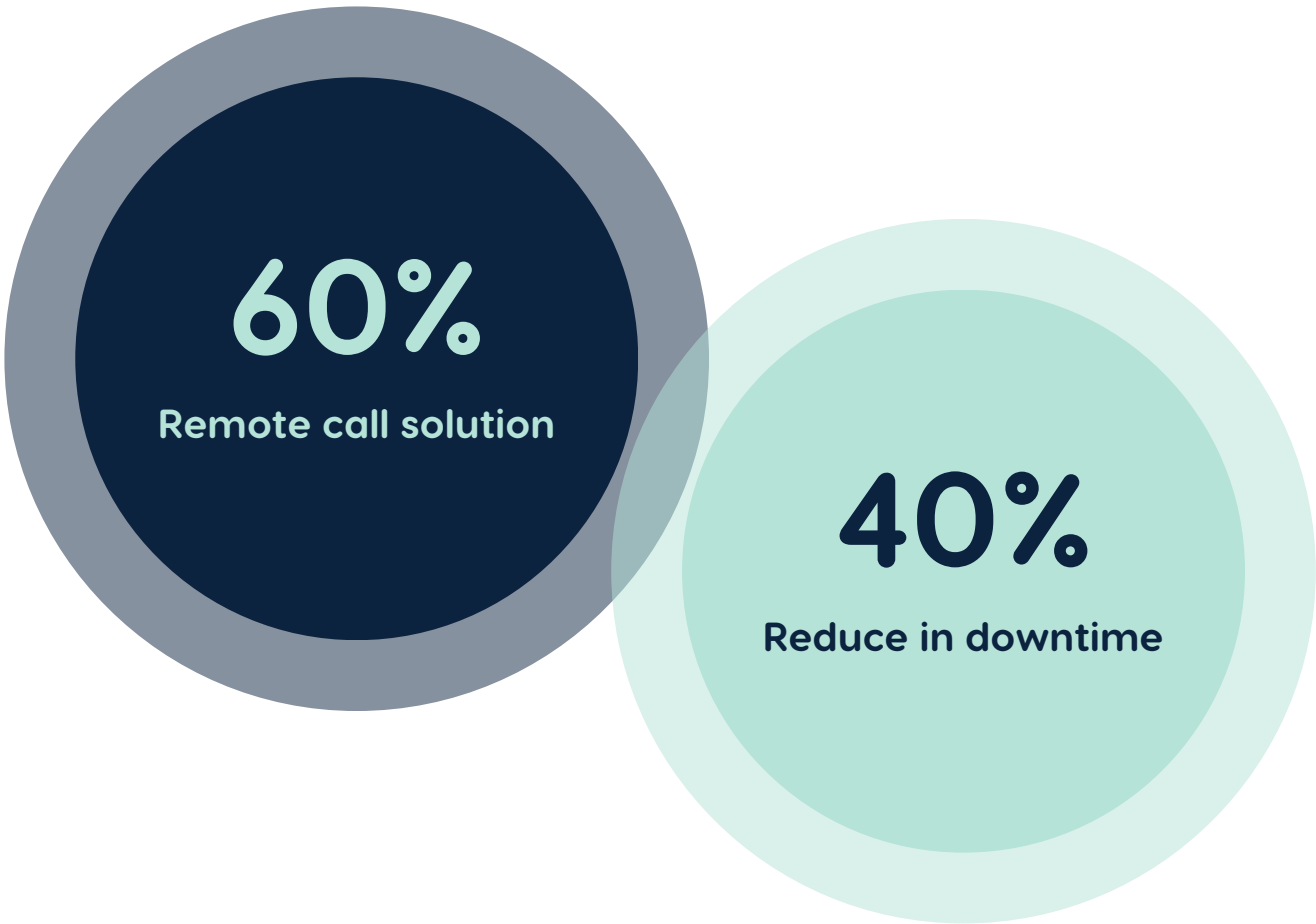
Cut costs with 50% and take control of your budget

With a decade of experience in the cruise industry, we've discovered that the print environment on a cruise vessel remains one of the last areas with unmanaged costs. In an unmanaged print environment on cruise ships, costs for supplies, shipping, and repairs are unpredictable and often high.

Unpredictable and high printing costs on cruise ships:

- **Lack of Insight and Control**: Without proper insight and control over print volumes, unnecessary costs arise, such as excessive color printing.
- **High Costs of Supplies**: Toners and other supplies are often purchased individually rather than through a contract, leading to higher expenses.
- **High Break-Fix Costs**: Costs for spare parts, labor, and call-out charges are often high, adding to the overall expenses.

- Purchasing hardware

10%

- Supplies e.g. toners, drums etc.
- Shipment
- Inventory
- Break-fix: labour, parts, call out charges
- Energy consumption
- IT support
- Procurement and administration

90%

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Our solution

With our Managed Print Services we help you to uncover these hidden print costs.

Assessment

It all starts with an assessment of your current printing environment. With our assessments we discover the model of each networked print device, its install date and its previous months meter reading.

With this data we can either: (a) use industry data to provide you with an analysis of indicative print costs and total cost of ownership; or (b) use your specific data to produce a more tailored analysis.

Design

"What if" scenario modelling is conducted between you and a OneXillium consultant. Multiple scenario's can be designed in less than an hour to provide you with the best possible solution.

Fixed cost per page

With our contracts all your variable expenses are consolidated. You pay a fixed costs-per-page that reduces overall expenditures.

Without OneXillium Managed Print Services

- High print coverage on documents can be expensive as they require more supplies.
- Unknown and uncontrolled print costs.
- Supplies, shipment and break-fix costs are unpredictable.
- Multiple suppliers for supplies and break-fix.
- Separate invoices for purchased supplies and break-fix incidents.

Benefits OneXillium Managed Print Services

- A fixed cost-per-page regardless of what is printed.
- Predictable costs based on an agreed price.
- An all-inclusive contract: supplies, shipment and break-fix.
- 1 Invoice per month based on an agreed price.

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Sustainable Printing: A Key Step to Net Zero Emissions for the Cruise Industry

The cruise industry is under growing pressure to minimize its environmental footprint. While fuel consumption and waste management often take center stage to achieve Net Zero emissions goals, the environmental impact of printing is frequently overlooked.

Our solution

The first step is to help cruise organizations understand the true impact of their print activities on the environment. With our advanced analytics, we provide insights into important sustainability metrics such as paper, water, CO2, energy, and even the number of trees impacted. Based on these insights, we implement solutions to reduce waste, shipping movements, weight and energy consumption.

Reduce waste

Forgotton or misprinted documents around the office is an obvious sign of waste. With our follow me solutions we help customers reduce paper usage and waste with 40%!

Follow Me requires the user to authenticate when releasing their print job, giving that additional opportunity for the user to decide if their documents should be deleted or printed. This level of accountability encourages users to make responsible print choices.

Reduce shipping movements

With our solution based on intelligent connected devices we know exactly what kind of support and supplies are needed and when. With our solution we've reduced shipping movements with 50% for Viking Cruises.

Reduce weight and energy consumption

Weight is an important factor on energy consumption. How can we help you to reduce weight:

- In more then 60% of our assessments we help customers to decrease the number of printers and multifunctionals.
- In our design of a new situation we offer standardization in printer models. Standardization of printer models means standardization in supplies e.g. toners, drums etc. Therefore you use less of these different items. This helps you save on storage space.
- The average customer uses 80 grams paper. Ever thought about using 70 grams?

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Secure Your Voyage: advanced printer solutions with Zero Trust Security

Cybersecurity is a high priority in the cruise industry due to the large volume of sensitive data handled daily. Printers often store and process sensitive data, including passenger information, itineraries, and financial transactions. They can be entry points for cyber threats if not properly secured, making them a significant cybersecurity risk. Additionally, printers are connected to the ship's network, which can be exploited by cybercriminals to gain access to other critical systems on the vessel.

Our solution

To stay ahead of rising cybersecurity threats OneXillium implements a Zero Trust Security framework.

Zero Trust is a robust security framework that provides access to the right users and devices while improving an organisation's overall security posture. With a combination of hardware, software and our Customer Support Desk, we support your Zero Trust initiatives using the following best practices and recommendations to make implementation simpler and more comprehensive.

Hardware device security

Authenticate and Control Access

Our printers are shipped with password protection. Specific functions (such as scanning or accessing customer data) can be restricted by user and by function according to access control limits set by a system administrator.

Monitor and Detect

With Trellix whitelisting / allow listing and firmware verification, our printers are designed to protect against tampering. We strongly advise to integrate with your ID Management system. This prevents synchronization issues between the access control mechanism and the ID provider.

Contain and Remediate

Layers of security features restrict potential security breaches and prevent them from spreading to the fleet or the network. The Configuration Watchdog feature proactively remediates printer security settings in case they are changed

Data protection

Your stored data is protected with 256-bit encryption, digitally signed and password protected file formats. Data that's no longer required can be deleted using NIST and U.S. DoD-approved algorithms.

Document protection

With the Imaging Security feature, printers use IR (Infrared) technology to mark and detect sensitive documents. This prevents their unintended duplication and creates alerts and audit logs to track duplication attempts.

Additional Solutions

Follow Me

Implement Follow Me printing to enforce a never trust security posture by requiring users to unlock printers with cards/badges, mobile devices or pin codes prior to accessing the printers available services.

SIEM Integration

Integrate with SIEM solutions from Trellix (formerly McAfee Enterprise), LogRhythm, and Splunk, simplifies reporting and management of security events

Monitor, analyse and report

By using fleet-wide device management we can automate device configuration and firmware updates to your network of printers. This ensures compliance while reducing the burden on your staff. Our dashboards present fleet, policy and device compliance information in an easy-to-read graphical format.

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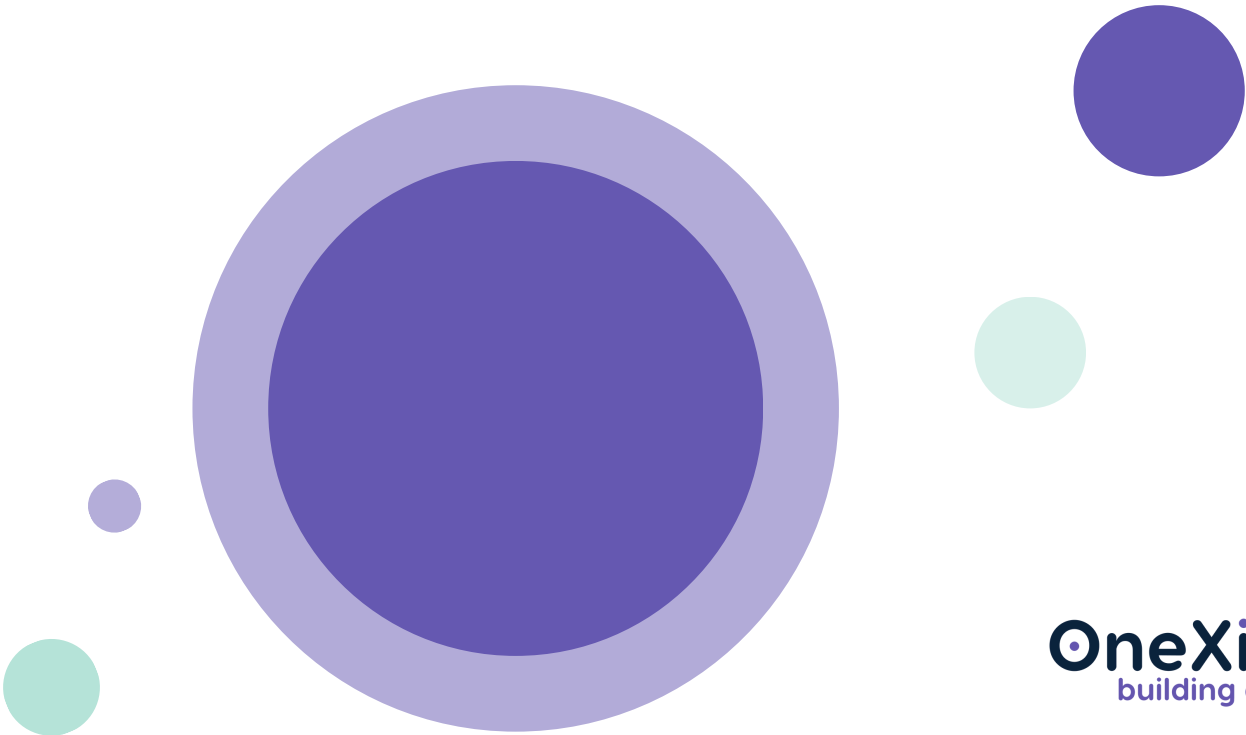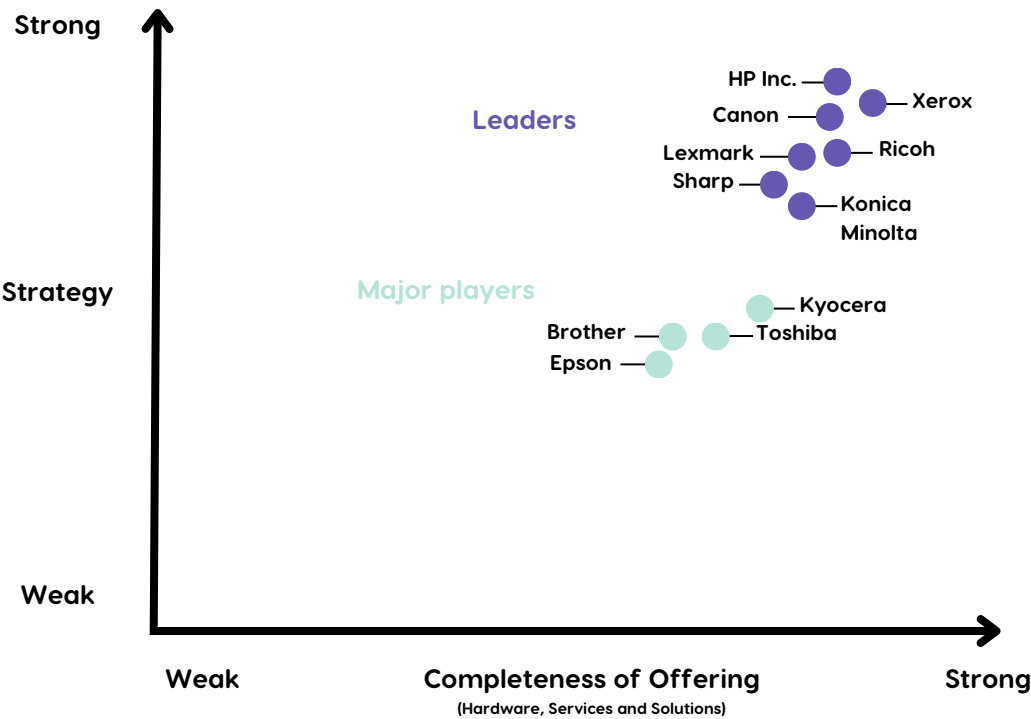
Our security partners

Xerox

Xerox's comprehensive security architecture is built into its full portfolio of products, from small desktop printers through to large production presses. Xerox was the first to achieve FedRAMP and StateRAMP authorisation in the market and is named leader in the Quocirca Print Security Landscape 2024.

Papercut

PaperCut develops its products according to recognized security standards and guidelines, such as the CERT Coding Standards, OWASP Top 10 and Oracle Java Security Guidelines. In 2021 PaperCut MF was named 'Security Solution of the Year' at the PRINT IT awards.

Quocirca Print Security Landscape 2024

Strong

Leaders

- HP Inc.
- Xerox
- Canon
- Lexmark — Ricoh
- Sharp
- Konica Minolta

Strategy

Major players

- Kyocera
- Brother — Toshiba
- Epson

Weak

Weak — Completeness of Offering — Strong
(Hardware, Services and Solutions)

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Hack the boat

New build ships contracted for build from 1st July 2024 must comply with IACS UR E26 & 27. Pentesting can identify weak points in the ship's security (UR E26) and onboard systems and equipment (UR E27) before they are exploited by malicious actors. Through penetration testing, the risk of digital intrusion and potential data leaks can be drastically reduced.

Industry-Leading certification for Cybersecurity

RedTeam (a OneXillium Group company) is certified with the CCV Certification Scheme for Cybersecurity Penetration Testing. This certification is based on the NEN-EN-ISO/IEC standards 17021 and 17065 and guarantees that our clients can rely on a professional and high-quality execution of their penetration test assignments.

Comprehensive Penetration Testing Services: Blackbox, Greybox, and Whitebox

We offer a full spectrum of penetration testing services to meet your specific security needs. Our expertise includes blackbox, greybox, and whitebox testing, ensuring thorough evaluation of your systems from various perspectives.

Blackbox
Without any prior information provided, a realistic

Greybox
Partial information provided in advance about the target systems. F.e. login details

Whitebox
All information provided in advance. F.e. architectural information

Redteaming

During a Red Teaming assessment, our ethical hackers, assume the role of potential attackers to thoroughly evaluate your security systems. Red Teaming is not just a security method; it is an advanced approach that provides you with the peace of mind that your organization is prepared for potential threats. Our ethical hackers are experts in their field and know exactly how to test your security systems. With Red Teaming, you proactively strengthen your defense against cyber threats and ensure that you are prepared for the unexpected.

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OneXillium facilities and capabilities

- Experienced project teams for logistics and implementation
- Single point of contact for global support on hardware, software and cybersecurity
- Customized cruise industry solutions for Global Managed Print Services and Cybersecurity Services

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More
information?

Visit our website!

OneXillium supports Viking on their World Cruise, which will span 180 days, 5 continents and 38 countries.

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