

## The World's Most Reliable & Secure DCA Just Became Bullet Proof

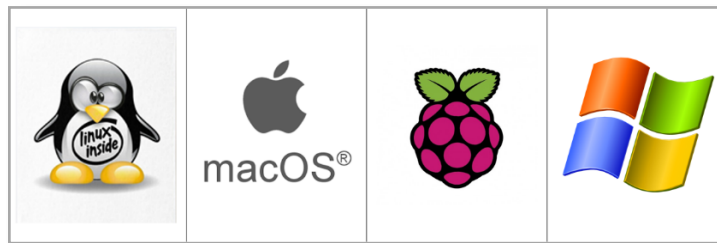
The office printing & imaging industry continues to suffer from a series of issues caused by unintelligent fleet monitoring tools. In recent months, some have even gone to the lengths of developing **DCA Clustering & Embedded Clients** without actually addressing the fundamental issues from a technological, communications and security perspective.

Most Remote Service Management (RSM) platforms typically use a simple data collection client that is installed within the end user network environment. However, increasingly they continue to “go-dark” by losing connectivity and by-so-doing dropping business and service critical data, including meter collection information required for accurate & complete billing integrity.

Our native DCA (Data Processing Agent / DPA) client has always used a uniquely exclusive highly encrypted communications technology, which has enabled all EKM users globally to avoid such issues, while remaining ahead of their competitors:

*“At EKM we enable YOU to deliver significantly higher value at much lower operational cost, while using fewer resources, and driving out much more wastage than ANY other approach”*

From Version 24 onwards EKM Global are proud to announce that their MPSaaS Data Collection Agent is now entirely self-healing, taking the already World class reliability to a whole new level of performance.



Building on the DCA architecture that includes multiple self-optimizing monitoring loops, which have been enhanced to **Proactively Track, Process & Manage:** Assets, Reconciliation of Meter Billing, Consumables, Service Alerts & Media Data from office printing & imaging devices.

However, we have again introduced a step change in [MPSaaS](#) industry innovation with the following self-healing functions:

- ❖ **Detection of Stalled Connections** (internal and external) with automatic restart of services
- ❖ **Full Integrity** checking of configuration & operating parameters periodically during the day, including automatic rollback to last good backup
- ❖ **Improved DCA Status Response Logging** to allow detailed remote diagnostics of any DCA issues
- ❖ **DCA Memory monitor logging**, including host system memory and CPU usage statistics allowing remote diagnosis of host issues

These changes will allow the already most secure & reliable DCA to a whole new level, ensuring that it remains **99.999%** operational to ensure that data is processed consistently and reliably with zero packet loss.

Version 24 also supports macOS® and Linux including ARM based appliances such as the Raspberry Pi®

The EKM Insight DCA already has many advanced features that have formed the core of the data gathering application for the last [20 years](#), these include:


- ❖ Multiple self-timing data collection loops including a heartbeat loop and individual loops for:
  - **Assets, Meters, Consumables, Service Alerts and Media etc.**
- ❖ Optimized targeted data collection so the data loops only collect information that is required – i.e.
  - **Service alerts are collected more frequently than meters & consumables are collected hourly**
- ❖ Intelligent DCA that cleans data by processing it at source before sending the data to our [MPSaaS Cloud Portals](#)
- ❖ Optimized data transmission, only sending data that has is new or has changed





- ❖ Full store and forward secure military grade transmission of data to eliminate loss
- ❖ DCA remote management – ***you never need to configure a DCA locally once its connected***

## About EKM Global

EKM Global was established in 2000 as an industry pioneer of multi-brand [MPSaaS technologies](#) to enable the industry to deliver higher value at the lowest possible operational cost.

Our aim is to always lead by applying relentless technology innovation to conventional business applications in a solid, meticulous, and practical way on behalf of our OEM manufacturer, distributor, volume reseller & service provider clients.



			
<b>RELIABLE MONITORS</b>	<b>PREDICTIVE CONSUMABLES</b>	<b>EASY BILLING</b>	<b>INTEGRATION</b>
The most reliable DCA clients that stay online using military grade encryption and self-healing so that your devices are always visible without data loss!	Predictive consumables ordering so that you never run out of supplies, whilst driving out more wastage than ANY other approach!	Invoice ready meter billing means zero reconciliation before pushing directly to ERP.	Simple Integrations to most ERP systems.

EKM has since developed the leading XaaS platform to support the growing trend towards usage-based consumption charging across all technologies to support a \$3TN industry. EKM now operates throughout 90 countries across every continent and was recently acquired by Advanced Technology Trading Company (ATTCo) in July 2018.

Website: [EKM Global](#)

### OEM Programs

1. [HP SDS - Smart Device Services \(ekmglobal.com\)](#)
2. [Shift & Print Mobile Printer Subscription Service - Brother Mobile Solutions](#)
3. [What is Tech Data Tech-as-a-Service? | TechData](#)
4. [OpenMPS \(ekmglobal.com\)](#)
5. [PrintReleaf | You print one. We'll plant one.](#)
6. [Home \(successinmps.com\)](#)
7. [HP Print At Your Service | HP® United Kingdom](#)

## About ATTCo

ATTCo is a world leader in XaaS subscription lifecycle management technology supporting global OEM technology manufacturers, distributors, and the multi-tier volume IT channel. The ATTCo Group is now a Fortune 100 investment as part of a \$312BN asset portfolio.

Website: [ATTCo Global](#)