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# WBM Successfully Completes World's Largest Implementation of HP SDS Predictive Analytics



**The successful Implementation of HP Smart Device Services is the First in Canada, and will support WBM's North American Managed Print Services Solutions**

WBM Technologies Inc. is pleased to announce the successful integration of HP's Smart Device Services (SDS) Predictive Analytics Engine across its fleet of fully managed devices.

By combining advanced analytics with WBM's already potent management technology platform which leverages tools such as Microsoft Dynamics AX and PowerBI, WBM is now seeing service performance elevation in two key managed print benchmark indicators – device uptime, and overall call avoidance across it's supported base of devices.

HP SDS technology remotely monitors devices under management, enables remote support service functions, and analyzes variations in device readings such as vibration patterns and component temperature levels. By applying advanced analytics, the technology is capable of using the information gathered to pinpoint an impending failure before it happens. As a result, the initiative is turning a potentially down device and critical support requirement such as a device failure into a preventative maintenance incident on a currently functioning device.

"Achieving – and staying – in a leadership position for managed print services is of paramount importance to WBM. It's more than maintaining a competitive advantage, it is about continuing to define best value, and deliver on the expectations that our client community have for us." says Brett Bailey, Vice President and Partner at WBM.

"We are incredibly excited to see the impact of this technology grow, not only in terms of the performance metrics, but on the front lines of our client organizations where it matters most – from healthcare, to remote mines, from head office to field locations. It's the idea of providing support not only when it's needed, but really, before it's needed."