

TOSHIBA'S BUILT-IN APPS, FEATURES AND TOOLS TO ENABLE A BETTER CLOUD

The new work environment has more businesses looking to the cloud. That's why Toshiba designs its products, solutions, and services with cloud and security top of mind. Ideal for modern zero-trust work environments, our multifunction printers (MFPs) are highly secure, IoT edge devices ready to communicate with Toshiba's cloud infrastructure, as well as other leading cloud solutions.

OUR SOLUTIONS ARE DESIGNED WITH CLOUD AND SECURITY IN MIND THANKS TO:

- Cloud-native MFPs for seamless and secure systems
- Cloud apps and workflows to keep you connected
- Cloud-based service and support delivery for improved fleet management
- AI-powered fleet analytics to better forecast service
- Security at every layer for in-depth protection of zero-trust work environments





CLOUD TECHNOLOGY TO STREAMLINE YOUR BUSINESS

Toshiba's cloud solutions include a variety of built-in apps and features that enable increased productivity and secure access to your files.



CLOUD-NATIVE MFPs SEAMLESS AND SECURE SYSTEMS

Toshiba's latest MFP models natively support leading third-party cloud print solutions providers, including Microsoft® Universal Print – freeing you up from on-premises connector software. Additionally, all our models allow you to print seamlessly from Chromebooks™ with automatic printer discovery.

To ensure the highest security, our Cloud API SDK can be used for integration with leading cloud-based identity providers, such as Microsoft® Azure® Active Directory® (Azure AD) or Google Cloud Identity, which enable multi-factor authentication and single sign-on (SSO) for users.



CLOUD APPS AND WORKFLOWS KEEPING YOU CONNECTED TO THE CLOUD

Toshiba offers a suite of apps that allow access to many of the most popular cloud storage locations, including Box™, Dropbox™, Google Drive™, Google Workspace™ and Office 365®, directly from the MFP panel. Our e-BRIDGE Cloud Login (eCL) further enhances security for app users through multi-factor authentication, and there's even a QR code on the MFP panel to make logging into these cloud locations convenient and secure.

We didn't stop there. Our cloud-based Elevate Workflow Solutions allow personalization and customization of the MFP panel screen based on document workflows unique to your business. And thanks to our cloud deployment tool, e-BRIDGE CloudConnect (eCC), these customizations can be quickly and easily deployed and managed across your fleet.

ELEVATE SKY SERVICE

Toshiba's Elevate Sky Service offering has a variety of cloud-based service and support tools that improve uptime and deliver superior customer service.



SERVICE AND SUPPORT DELIVERY

REMOTE FLEET MANAGEMENT FOR IMPROVED SERVICE

Toshiba's e-BRIDGE CloudConnect (eCC) is the answer to easily and consistently managing a distributed print environment. This innovative, cloud-based app is ideal for remote fleet management, application and license deployment, and policy-based security management for your fleet. Natively built into all Toshiba MFPs, eCC seamlessly collects device data, including:

- Fleet settings and firmware levels that adhere to company policy or compliance regulations
- Automatic meter and supply information collection to ensure on-time supplies delivery
- Real-time service alerts and diagnostics information to increase uptime
- Policy-based backups to enable data recovery in the event of failure to increase availability

IMPROVED SUPPORT THROUGH THE CLOUD

You can always count on Toshiba to find innovative ways to improve customer satisfaction. Take e-BRIDGE Remote Assist (eRA), for example. This cloud-based support portal allows our expert service technicians to remotely connect (with a customer's permission) to the MFP where they can modify device settings in real-time, diagnose technical issues, collect log information, and provide periodic maintenance on the fleet without requiring an on-site visit, resulting in faster issue resolution and improved service.



AI-POWERED FLEET ANALYTICS

FORECASTING SERVICE FOR YOUR FLEET

We don't just gather data; we use it to proactively keep systems running. Our cloud-based predictive analytics tool, e-BRIDGE Remote Diagnosis Tool (eRDT), allows service technicians and dealers to view the error trends on the devices within a specific fleet. More importantly, the tool aggregates and analyzes error trends across thousands of similar devices to predict failures that might lead to downtime. These predictions offer insights to allow break-fix services to be scheduled proactively, resolving issues before they occur.





SECURITY AT EVERY LAYER

Toshiba cloud solutions and service tools are hosted on leading cloud platforms, such as Microsoft Azure or Amazon Web Services (AWS), where security is inherently built in. Even so, we take additional steps to ensure that customer data-handling is compliant with local laws and regulations, with all communication between the MFP and our cloud solutions occurring over an encrypted channel using at least TLS1.2 or higher. To validate the identity of the devices and users, we use a certificate-based public key infrastructure (PKI). Our cloud infrastructure is also ISO 27001 certified, with SOC2 Type 2 certificates available upon request. e-BRIDGE Cloud Login (eCL) further enhances the login security of users accessing third-party cloud storage locations from Toshiba MFPs by using an OAUTH2 authentication scheme to ensure login sessions are token-based.

YOU CAN COUNT ON OUR CLOUD-BASED PRODUCTS, SOLUTIONS AND SERVICES

As the workplace evolves, we promise to continue embracing new, ever-changing cloud and security standards with our products and services. You can rest assured knowing that your print environment is cloud-enabled and secure. Also, our trained service professionals are dedicated to helping customers take advantage of cloud technology while maintaining high levels of security in modern zero-trust environments.

CONNECT WITH YOUR TOSHIBA EXPERT TO SEE HOW THE RIGHT CLOUD STRATEGY CAN MAKE ALL THE DIFFERENCE IN YOUR ORGANIZATION.

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