



SCREEN YOUR COMPANY FOR
UNEXPECTED SAVINGS POTENTIAL.
MANAGED DOCUMENT SERVICES FROM KYOCERA.

COUNT ON US.





DO YOU REALLY KNOW YOUR PRINTING COSTS?

HOW MANY PAGES ARE PRINTED IN YOUR COMPANY?

HOW MANY OF THOSE ARE WASTE?

With KYOCERA's Managed Document Services (MDS) you not only ensure economically efficient document output, you also guarantee legal or internal requirements for environmental protection.

DO YOU WANT TO SIGNIFICANTLY REDUCE COSTS?

WHERE DOES THE MONEY GO?

Your office and administration costs should be lower! But you have already looked at all your costs and there is nothing you can do, right? Wrong.

Most companies have no knowledge about the number of their document output devices – nor about the intensity and nature of their usage. They don't see the inefficiency of their workflows and other related processes like the procurement of supplies or the time-wasting relationship to many service vendors. And there are a number of other implications: resources are wasted and important

issues such as improving environmental impact or keeping transmitted data secure are left unattended. Opportunities to simplify support and administration are ignored and highly trained employees spend too much time on routine jobs.

So there are significant hidden costs in your printing and office document environment – and even experienced controllers can't find them. It is a costly oversight: studies show that companies spend up to 3% of their turnover on document output costs. And a significant portion of that is being wasted.



HOW MANY VENDORS DO YOU HAVE TO DEAL WITH FOR ALL OF YOUR DOCUMENT OUTPUT NEEDS?

HOW MANY CONTACT PERSONS DO YOU HAVE FOR SERVICING AND MANAGING YOUR OUTPUT INFRASTRUCTURE?

HOW FAST, RESPONSIVE AND ECONOMIC IS THE SERVICING OF YOUR OUTPUT INFRASTRUCTURE?

With KYOCERA MDS you have a single point of contact for all your output needs – no matter what brand your devices may be.

DO YOU KNOW HOW MUCH YOUR SUPPLY MANAGEMENT COSTS?

HOW MANY EMPLOYEES TAKE CARE OF SUPPLIES?

HOW MUCH DOWN TIME DO YOU HAVE DUE TO UNAVAILABILITY OF SUPPLIES?





With KYOCERA MDS you no longer have to worry about your supply management, and can be sure that you will always have the consumables when and where you need them. This avoids unnecessary storage and saves time, costs and trouble.

HOW MANY OUTPUT DEVICES DO YOU HAVE?

IS YOUR HARDWARE BEING USED EFFICIENTLY?

DO YOU USE SOLUTIONS TO OPTIMISE YOUR WORKFLOWS?



KYOCERA MDS ensures optimal hardware utilisation and that you always work with a modern and economic fleet structure.

A QUESTION OF PERSPECTIVE?

Output efficiency means more than just low-cost hardware and low TCO. There are hidden costs that make output much more expensive than most people assume. It is necessary to take into account all relevant cost factors, to determine hidden costs and include potential savings. This holistic view is not only missing in most companies that are trying to lower their output costs, but also in the approach taken by external output management service providers.

The reason for this is quite simple: these service providers usually only look at those areas where they have the necessary skills. This is why currently only 16% (IdC) of all companies use document solutions, even though 67% (Quocirca) put a high strategic priority on output.

Its holistic approach makes Managed Document Solutions a unique and vital strategy for every company that wants to use its entire potential for cost reduction.



HOW MUCH VALUABLE TIME IS SPENT ON MANAGING YOUR OUTPUT INFRASTRUCTURE?

DO YOUR IT MANAGERS HAVE SUFFICIENT TIME FOR THE REALLY IMPORTANT ISSUES?

DO YOU HAVE A LONG-TERM STRATEGY FOR YOUR DOCUMENT OUTPUT INFRASTRUCTURE?

KYOCERA MDS frees your IT managers from tedious administrative tasks, so that they can make better use of their core skills.

KYOCERA MANAGED DOCUMENT SERVICES: THE ANSWER TO MANY QUESTIONS.

EVERYTHING ACCORDING TO YOUR NEEDS – ALL FROM ONE SOURCE.

KYOCERA's professional Managed Document Services (MDS) help to precisely identify your output costs, opening up potentials for cost reduction. In fact, experience shows that MDS can reduce document costs by around 30%. In addition, our services can simplify your output management, reduce the workload of your IT department and improve the environmental impact of your printers and MFPs.

With KYOCERA MDS you not only lower your costs, you also increase your productivity. MDS will enable you to organise leaner document work processes. It will also reduce your IT department's workload by freeing them from routine jobs that can be handled more efficiently by external sources. KYOCERA MDS is a whole bundle of services. After a careful analysis of your company's needs and structures, we will put together a customised program that will deal with the issues you have. Just like with your company's fleet of cars, you can put individual parts or even your entire output system into the hands of dedicated specialists. From assessment and optimisation services to the automatic procurement of consumables to

fast Help Desk support, you can now get all of the output management services you need from a single source – no matter what brand your devices may be.

MDS is not just for large, international corporations. Our services are also of great benefit for small and medium-size companies. KYOCERA's MDS will help to achieve significant cost reductions in your company, too.

As you can see, there are many reasons for choosing KYOCERA, especially once you have seen how little is actually known about your company's output costs and how great the cost savings potentials are. And there are even more!

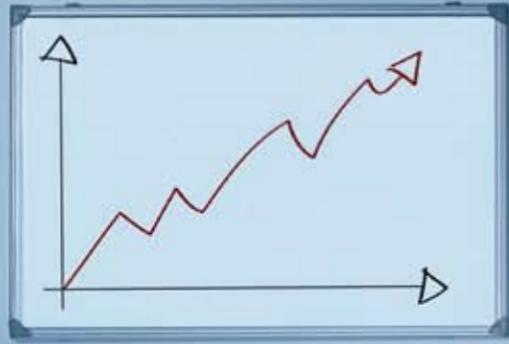
KYOCERA printers, copiers and multifunctional devices are renowned for their exceptional reliability and economy.

KYOCERA software applications are your guarantee for lean and secure document processes.

And when developing its products and technologies, KYOCERA has always focused on environmental protection and the preservation of economical resources.

MDS BY KYOCERA – YOUR ADVANTAGES AT A GLANCE.

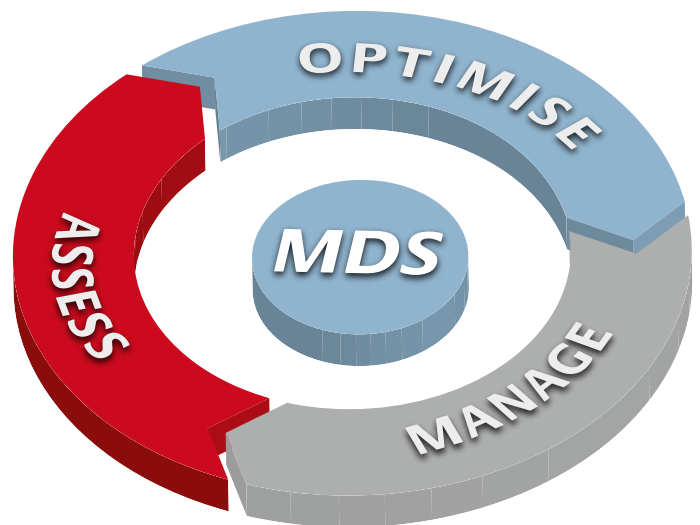
- ▶ Significant reduction of office output costs
- ▶ Complete cost transparency and flexibility
- ▶ Convenient single point of contact for all output needs
- ▶ Increased productivity by reduced downtimes and streamlined workflows
- ▶ Improved document security and compliance
- ▶ Improved environmental sustainability



THREE STEPS TO YOUR SUCCESS: ASSESS, OPTIMISE, MANAGE.

KYOCERA MDS is a dynamic, three-step process that will keep your office document processes at their optimum. Step-by-step it discloses the weak points of your output environment, develops solutions and opens up potentials for greater efficiency and savings.

Working together with you, we take a look at your overall situation and evaluate which aspects of the MDS process are particularly valuable for your business. Then we create a tailor-made solution that consists of elements you need.



ASSESSMENT PHASE

The MDS assessment process provides you with a detailed overview of your current output and document environment, the efficiency of your processes and the resulting costs. Through interviews and surveys we will determine your very individual needs and workflows and include these in our analysis.

OUR SERVICES:

Inventory Analysis – precise registration of all data relevant to your print environment including meter readings, utilisation rates, consumption rates for toner and paper, status of individual devices

Audit / Assessment – analysis of the collected data and determination of weak spots such as overloaded or under-used systems, susceptibility to breakdowns and repairs, calculation of usage rates for consumables

Report – a clear summary and analysis of your current situation, strengths and weaknesses and your current needs, and with the ongoing repeated assessment we ensure also that future needs will be covered

OPTIMISATION PHASE

On the basis of the data that has been gathered a tailor-made output management concept is developed that fully takes your company's internal demands into account – technical, economic and organisational.

OUR SERVICES:

Consulting / Proposal – a detailed plan of how you can improve processes and reduce costs

Implementation – the realisation of all agreed-upon proposals

Hardware Installation (Roll-out) – delivery, installation and commissioning of new systems – including third-party systems

Software Installation – installation and configuration of software to meet your accounting, workflow management and security demands

Development Services (Customisation) – customising hardware and software to meet individual company requirements

Training / Change Management – teaching and coaching for your staff in order to attain the highest level of efficiency and cost-effectiveness, e.g. in the use of new software

Project Management – management of the optimisation phase including troubleshooting

Environmental Management – adjustment of the output environment in order to ensure lowest levels of energy consumption, low CO₂ emissions, noise reduction, environmentally friendly waste disposal, etc.

MANAGEMENT PHASE

After the optimisation phase, we provide continuous management to ensure that everything works together smoothly and effectively. We work proactively to ensure that performance stays at peak levels. We will monitor the utilisation rates of your output devices and carry out a constant cost control. Regular reporting to management and continuous improvements to meet your changing needs ensure that efficiency is maintained. This means that even in the management phase we will continue to assess and optimise, thereby ensuring that your output infrastructure will always adapt to the changes in your company.

OUR SERVICES:

Remote Support – remote monitoring and diagnosis of the entire output environment including device status, maintenance, contract terms and duration, use of consumables, etc.

Help Desk – fast, friendly and efficient support by our team of specialists

Preventive Maintenance – proactive maintenance service for all brands

Supplies Management – proactive service for “just in

time” delivery of consumables such as paper and toner

Returns Management – management and organisation of return of hardware at the end of the leasing contract

On-site Service – the supply of trained personnel to work on-site if the need arises

Asset Management – management of leasing and purchase contracts, contract terms, etc.

Web-based Reporting – fast and efficient reporting via the internet

Account Management – consolidated handling of costs and bills for maintenance, repair, leasing and consumables

ADDITIONAL BENEFITS:

Service Level Agreements – ensure clarity and safety on all issues of performance and delivery timings

Flexible Payment Options – billing structure can be adapted to meet individual corporate demands and preferences

Multi-vendor Support – support for all brands of document output hardware

European-wide Offer – KYOCERA MDS can also be used across international borders

KYOCERA MDS: YOUR MULTI-BENEFIT SERVICE PACKAGE.

COMPLETE COST TRANSPARENCY AND SAVINGS OF UP TO 30%.

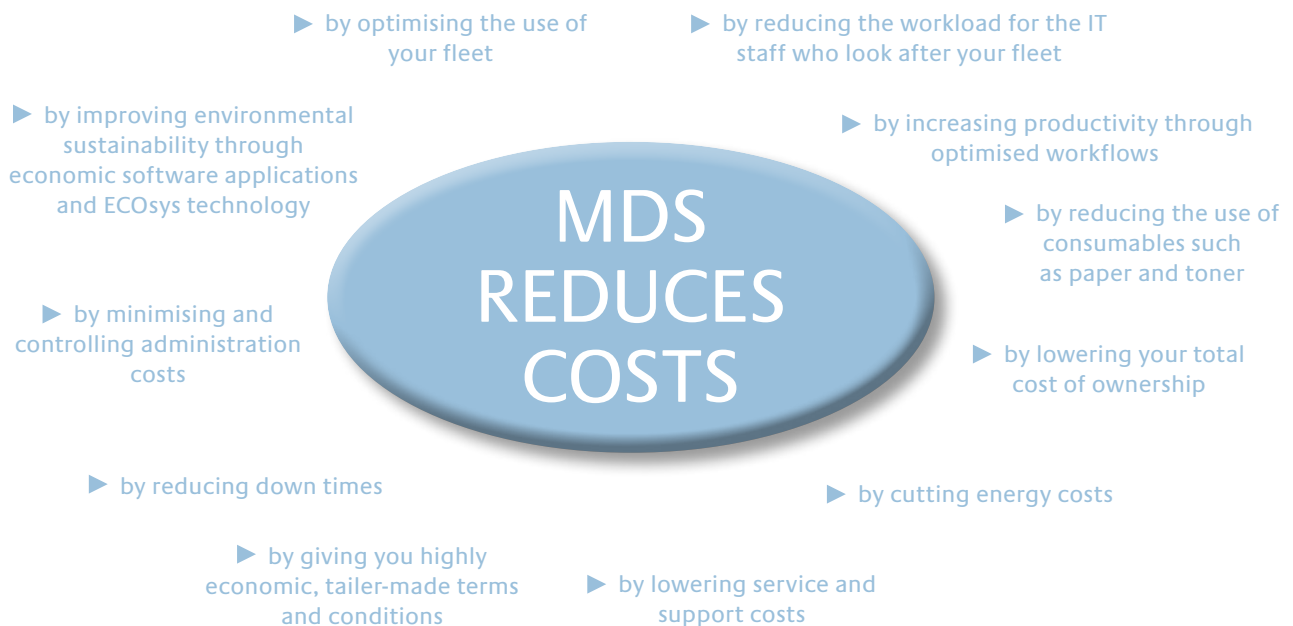
Lean processes. Reduced costs. Increased employee productivity and satisfaction. MDS has many very practical advantages that can help to make your company more efficient and improve your bottom line.

There are many ways in which MDS can reduce your costs. For example: you can set up binding print policies that determine when colour printing systems may be used,

thereby avoiding unnecessary costs. And because the age and lifetimes of the systems are all known, cost drivers can be easily identified and removed simply by exchanging devices.

More examples? Highly trained (and expensive) IT staff members no longer spend time on routine jobs such as ordering and replacing toner, leaving them free to use their skills for more productive tasks.

YOUR POTENTIAL COST SAVINGS AT A GLANCE.





INCREASED PRODUCTIVITY AND EMPLOYEE MOTIVATION.

Clearly measurable cost benefits also arise from other less cost-driven benefits. State-of-the-art output solutions make document management faster and more effective, e.g. through the automated capture, distribution and archiving of documents such as bills, purchase orders or insurance applications.

Optimised fleet management can reduce the time spent waiting for your output due to overuse or down times. And it can ensure that it will be close to the work area where employees need it most. That not only saves time, it also increases employee satisfaction.

PROFESSIONAL, CUSTOMISED AND FROM A SINGLE SOURCE.

With only one point of contact, MDS saves you trouble and manpower. Whether it is toner, paper or spare parts, we will supply you with everything you need for every printer and multifunctional device you have, regardless of the brand. You have only one contact person, one bill and a lot of time that your employees can use for other, more productive, tasks.

The same is true for servicing. We can take on all maintenance and repair services, both for our own printers and copiers as well as for those of other manufacturers. And you do not even have to get in touch with anyone for it to happen. Thanks to our Remote Monitoring system, we can recognise deviances in the functioning of a device and can react quickly whenever needed without having to be on-site.



IMPROVED ENVIRONMENTAL AND SUSTAINABILITY MANAGEMENT.

KYOCERA MDS improves your balance sheet – both economically and ecologically. We will help you to reduce your energy consumption. By consolidating your hardware and using electronic data management, you take a big step forward in energy efficiency. If you wish, we will also advise you on the conversion of your fleet to energy-saving printers and copiers that will make an even larger difference to your energy costs.



We also offer many other services that will improve your ecological balance sheet. These include such things as using recycled paper or developing company-specific disposal concepts. Very effective is the implementation of a company “print policy”, that requires employees to carry out ecological printing and copying.

The depth and breadth of significant cost and organisational benefits have already led 54% (source: Infotrends) of the decision makers in mid-sized companies to consider introducing MDS in their company!

KYOCERA MDS: IT WORKS.

DELOITTE:

Reducing fleet sizes to obtain better quality and greater cost-efficiency.

“We are now able to present a consistent, high-quality image to the market that is in line with our business objectives of offering exceptional management solutions to our clients. The KYOCERA team is really motivated to exceed customer expectations. It is indeed a profitable relationship.”

Mr Simon Njuguna, Regional Manager EA Information Technology – Deloitte, Kenya

BAMBURI CEMENT:

Optimising device infrastructure to make it more economic and easier to support.

“This initiative has met all three of our corporate directives: we have cut costs, improved efficiency and improved document management. The KYOCERA team ... came up with a great proposal and a solution that has exceeded our expectations.”

Mr Herbert Mulindwa, Service Delivery & Infrastructure Manager – Bamburi Cement, Kenya

NEW COLLEGE DURHAM:

Cost reduction in a complex 20,000-user environment.

“One of the key benefits of KYOCERA Managed Document Services is the transparency of printing costs. We now know exactly what our monthly costs for the print network will be, plus there are no nasty surprises where servicing is concerned, either!”

Alan Race, ICT Manager – New College Durham, U.K.



CITY OF NAUMBURG:

How even small cities can attain large savings.

“Other municipal administrations have been completely surprised at how much can be saved through copying and printing infrastructure, and they come to us to see what we have attained.”

Matthias Walther, Data Processing Systems Manager – City of Naumburg, Germany

CITY OF AUGSBURG:

Reducing costs and emissions in public administration.

“Thanks to the high cost-efficiency ... we are now achieving savings of well over 25%. We have the ... figures to prove it and will continue to restructure the fleet.”

Anke Lemke, Head of IT Procurement – City of Augsburg, Germany

VZAJEMNA:

User satisfaction through cost efficient solutions.

“Since we have introduced KYOCERA devices, we managed to reduce printing and copying costs by more than 20 percent. Now we are able to take control over print volumes. Our users’ responses show great satisfaction with the solution.”

Bojan Jurca, M.Sc., IT Director – Vzajemna, Slovenia

MERCATOR:

Greater efficiency through specific solutions as well as a reduced and optimized hardware fleet.

“The implementation of KYOCERA document solutions heralds a new era in document management. We needed integrated printing, copying and scanning solutions with the possibility of system integration with other components of our IT infrastructure. The deliveries of KYOCERA’s technological platform and the deep involvement of our local partner surpassed our expectations even though they were very high.”

Matija Bonjak, IT Manager – Mercator, Croatia



Your KYOCERA Business Partner:

KYOCERA MITA Europe B.V. – Branch Office Germany – Otto-Hahn-Straße 12 – 40670 Meerbusch – Germany
Tel +49 (0) 2159 928-500 – Fax +49 (0) 2159 918-100
www.kyoceramita-europe.com – info@kyoceramita-europe.com
KYOCERA MITA Corporation – 2-28, 1-Chome – Tamatsukuri – Chuo-Ku
Osaka 540-8585 – Japan – www.kyoceramita.com

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