

# Minimise Downtime, Maximise Your Potential

KYOCERA Fleet Services helps you work smarter, so you can focus on what you do best.



Every business, in every industry, depends on documents — so every business needs its document infrastructure to run seamlessly, cost-effectively, and continuously. That's why we designed KYOCERA Fleet Services (KFS) - a comprehensive fleet management solution that enables real-time device monitoring and remote servicing. KFS can monitor both Kyocera and other hardware vendors, MFPs and printers.

Whether your fleet is managed by Kyocera, or an authorised dealer, technicians can anticipate issues before they impact you, update firmware remotely on Kyocera devices, when it suits you most - maximizing uptime, ensuring minimal disruption and optimal productivity for your business. KFS is also hosted off-site in the highly secure Microsoft Azure cloud, reducing cost and administration for your IT staff.

#### Business Challenges

- Your IT budget is constantly under pressure, while expenses only seem to increase - **how can you reduce your print-related IT costs?**
- When an MFP or printer is down, it can take hours or even days to fix, which can have a big impact on business productivity - **how can you ensure uptime is maximised?**
- Every time a new employee joins the company, the familiarity with using the MFP might not be optimal. **How can I save time and costs by providing remote training?**

#### Solution Benefits

- **Minimise cost** - KFS doesn't require any infrastructure investment, and works on a pay-per-use basis. It helps dealers reduce their calls and visits, and your toner is delivered just in time, which means less cost for you.
- **Maximise productivity** - Real-time device diagnostics and alerts, convenient firmware updates and remote error resolution virtually eliminate the need for you to deal with maintenance. Issues can be resolved in minutes, before you realise there's a problem.
- **Perform remote trainings** — By using KFS Remote Panel, you can more efficiently help new employees to perform copy, scan and print and also avoiding unnecessary resource costs.

#### KYOCERA Fleet Services: The Complete Solution For Your Fleet

Which devices get used the most? Which the least? Is there too much colour printing? Or not enough? With KFS, you can right size your fleet and optimise your entire document infrastructure with one tool, meeting the unique and evolving needs of your organisation.

# Use Case & Testimonial.



## Uptime is everything

A manufacturing company relies on its Kyocera MFP fleet to process 65,000 pages per month.



## Event Warning

The email alert was generated automatically by the KFS Remote Monitoring System.



## Rapid Response

The issue could be solved over the phone or via the device panel in a matter of minutes, instead of an hour.



## Instant Analysis

An MFP in the sales department was experiencing a jam.



## Downtime Minimised

The dealer was able to provide a fast and easy service without an onsite visit, significant downtime or disrupted productivity.

"Offering our customers genuine cost-saving potential while remaining focused on improving customer relationships is crucial when it comes to customer retention...We've drastically reduced the number of customer visits and, should an on-site visit be required, our service technicians are much better prepared in terms of device status information, enabling them to bring along any parts and tools that may be required. This means the duration of customer visits is optimised, minimising service and overhead costs, while maximising device uptime and customer productivity."

Wayne van de Werken, from 123mds, KYOCERA Document Solutions South Africa partner



Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organisations put knowledge to work to drive change.

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