

# KYOanalyser

## SOLUTION GUIDE

This Solution Guide is intended to give an overview of the benefits and functionality of KYOanalyser, and to give approaches for using KYOanalyser in the field.

### Overview

KYOanalyser is a tool for basic print assessment. It can generate snapshots of a company's print environment and supply information on devices and meter readings. It helps to create an analysis of a customer's network, with the target of delivering further consulting and generating sales.

The KYOanalyser application comes on a USB drive and has to be plugged into the USB port of a customer's computer that is connected to the network. Once the network parameters are entered, KYOanalyser will scan the network for devices and create a snapshot. The snapshot can be saved and exported as a csv file which can then be imported into DocuAudit or other applications for further analysis.

To obtain data on device usage, a second snapshot needs to be created. This allows to determine print volumes of devices in the period between the generation of the two snapshots as well as changes of the infrastructure.

- ⇒ Generates snapshots of a print environment
- ⇒ Determines print volumes per device
- ⇒ Delivered on USB stick for easy plug & play

# Functionality and Specifications

KYOanalyser is able to collect the following information:

## Snapshots:

- Model name
- Vendor
- MAC address (hidden in snapshot - only shown in export tables)
- Serial number
- IP address
- Sys location
- Meter (Total)
- Color page count
- Dates of readings

## Evaluation:

- Document output volume per device
- Total output volume (all devices)
- Color output volume per device
- Total color output volume (all devices)
- Number of accounted devices
- Changes in sys locations and IP addresses.

All output volume figures refer to the period between the two snapshots.

## Further functionality:

- Customization of scan range
- Save as XML file
- Export as csv file
- Individual sorting per column

## Product Specifications

KYOanalyser is delivered on a USB stick. After inserting the USB stick into the USB port of a networked computer, KYOanalyser can be started from the autorun menu. There is no installation required, and no trace of the KYOanalyser application will be left on the customer's computer.

KYOanalyser sends requests over the network by SNMP (Simple Network Management Protocol). All supporting laser printers and MFP devices within the

defined network range will be included in the scan. Locally connected devices, i.e. devices outside the network, are not detected.

### **System Requirements**

The customer's PC has to fulfill the following hardware requirements:

Hardware: PC with USB port

Operating System: Windows 2K, XP, 2003, Vista

Runtime System: DotNET 2.0 or higher

Memory RAM: 256 MB minimum (~512 Bytes / Device)

Network Protocol: TCP/IPv4

Operating systems other than Windows are not supported.

### **Supported Devices**

All printers and MFPs with a standard MIB are supported.

- Printer MIB (RFC1759)
- MIB-II (RFC 1213)
- Host Resource MIB (RFC 2780)

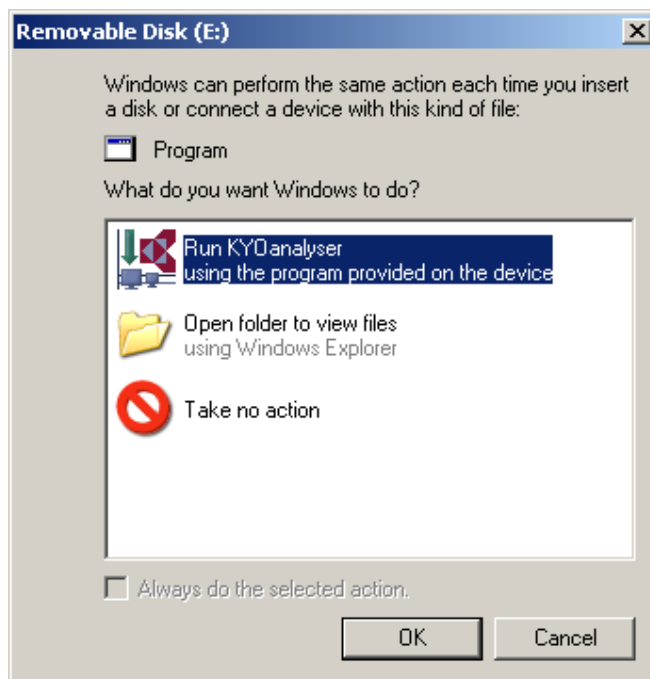
# The Assessment Process with KYOanalyser

This is to illustrate how KYOanalyser is used to generate a basis for a basic assessment.

At least two sessions are required for an evaluation, to calculate the output volumes. In order to get conclusive data, a reasonable amount of time should lie between the two sessions.

## Step 1: Creation of first Snapshot

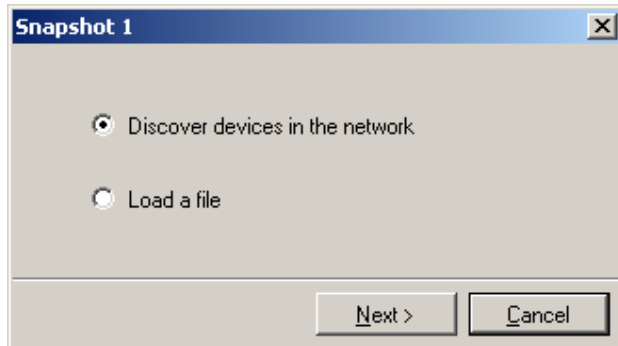
The USB stick has to be plugged into a USB port of a PC that is connected to the network. KYOanalyser will start as an autorun application.



Click *Run KYOanalyser* in the pop-up dialogue. If the application doesn't start from the dialogue, switch to the Windows Explorer and double click the KYOanalyser.exe on the USB drive.

The end user licence agreement will be shown on every start of the application. Click *I Agree* to accept the EULA, and KYOanalyser will start with the first dialogue.

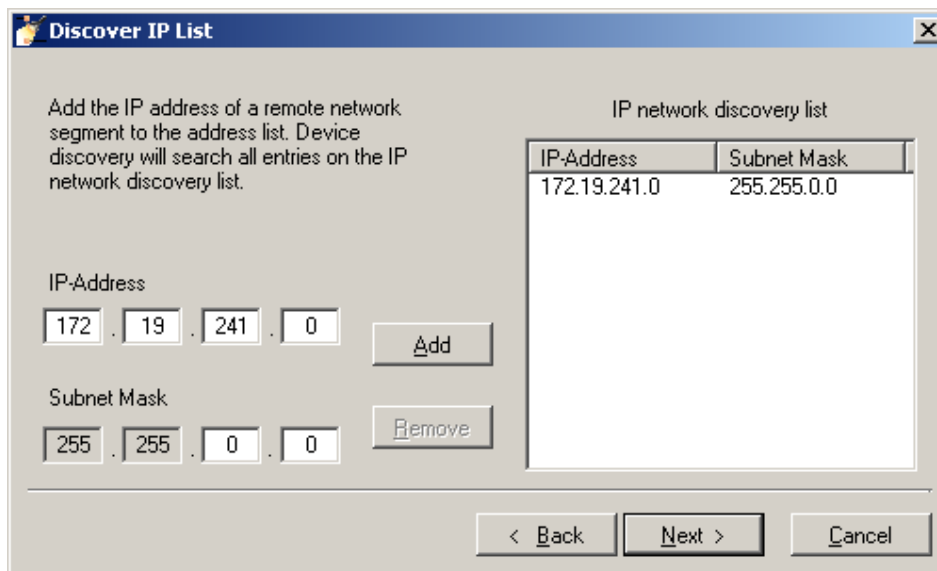
Here, choose the option *Discover devices in the network*. This will prompt a small wizard to determine the scan settings for the discovery of devices in the network.



The network range needs to be set by entering an IP address and subnet mask. The IP address and subnet mask are already preset based on the customer's network. However, in order to minimize the scan time which can take one or two hours with the settings submitted by KYOanalyser, the settings should be as narrow as possible.

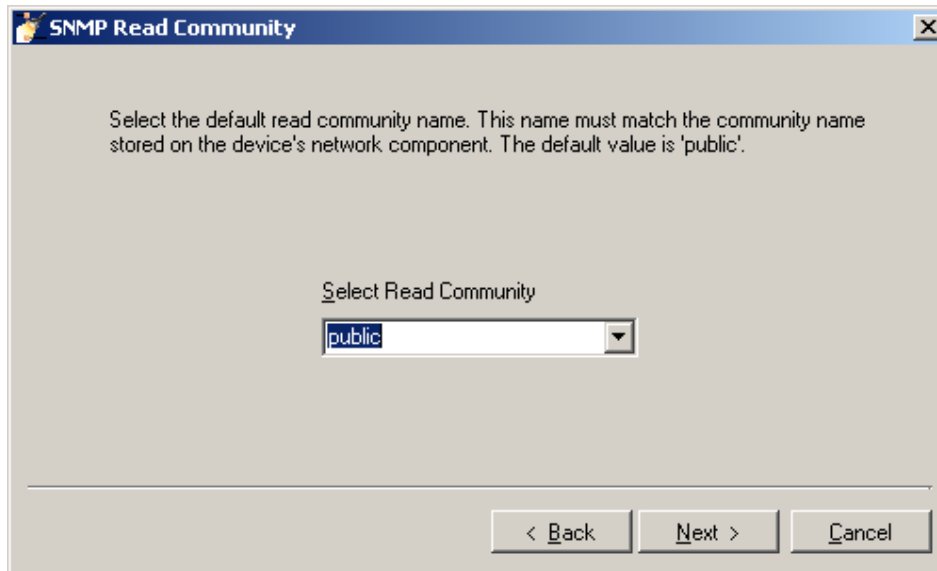


If the customer does not know the exact settings, the IT administrator should be contacted at this point, to deliver the IP address settings and community name(s). In any case, the IT admin should be informed about the scan process. This may for instance be relevant if intruder detection applications are supervising the network.



To change the settings delivered by KYOanalyser, add the new entry and remove the old settings from the IP network discovery list (by marking the entry in the IP network discovery list and clicking *Remove*).

Clicking *Next* will lead to the SNMP Read Community dialogue. Here the SNMP community name needs to be entered.



If multiple SNMP communities exist in a customer's network, the scan needs to be performed for each community separately.

In the following dialogue, clicking *Next* will start the detection process. As soon as it is finished, the results will be shown in a snapshot.

Vendor	ModelName	Serialnumber	IP-Address	SysLocation	Date	Total	Color
Kyocera	FS-1000+	XAG1327114	172.19.5.1		11/06/2008 13:04:28	38132	
Kyocera	FS-3700	ALJ6201980	172.19.5.2		11/06/2008 13:04:30	395312	
Kyocera	FS-C8100DN	SPL6900002	172.19.5.4	Color Control Area	11/06/2008 13:04:33	4271	4271
Kyocera	FS-1030D	XLL6X93905	172.19.5.7		11/06/2008 13:04:33	10192	
Kyocera	FS-1800+	VAK2263653	172.19.5.5		11/06/2008 13:04:33	9619	
Kyocera	KM-C850	AGG3007563	172.19.5.10		11/06/2008 13:04:40	82740	32221
Kyocera	FS-1118MFP	XLA5124407	172.19.5.12	ESMC-PM	11/06/2008 13:04:50	2106	
Kyocera	FS-C5030N	ALJ5500851	172.19.5.13		11/06/2008 13:04:50	10605	7764
Kyocera	FS-1030D	XLL6X93792	172.19.5.9		11/06/2008 13:04:51	7090	
Kyocera	FS-C5030N	ALJ5702068	172.19.5.15	73.110.32.70.11...	11/06/2008 13:04:51	62526	58684
Kyocera	KM-4030	AGN3002255	172.19.5.16		11/06/2008 13:04:51	121001	
Kyocera	KM-C3232E	UAM7300054	172.19.5.18		11/06/2008 13:04:51	69108	62845
Kyocera	FS-1118MFP	XLK5607890	172.19.5.19		11/06/2008 13:05:02	23270	
Kyocera	FS-2000D	XLM6942287	172.19.5.20		11/06/2008 13:05:04	6043	
Kyocera	KM-5035	AJM3000023	172.19.5.21		11/06/2008 13:05:04	98783	
Kyocera	KM-C3232	UAE6200033	172.19.5.22		11/06/2008 13:05:14	4366	2578
Kyocera	KM-2560	QAW7800105	172.19.5.23		11/06/2008 13:05:14	250	
Kyocera	KM-3050	PAH7812666	172.19.5.24		11/06/2008 13:05:14	80	
Kyocera	FS-1920	VLB4110800	172.19.5.25		11/06/2008 13:05:26	24384	
Kyocera	FS-C5020N	ALH4200584	172.19.243.10		11/06/2008 13:38:40	23650	18981
Kyocera	FS-1920	ALB3201181	172.19.243.15		11/06/2008 13:38:40	32401	

**Step 1:**  Snapshot 1: 11/06/2008 (13:04:28 ~ 13:38:40) EMC\snapshot1.xml  
**Step 2:**  Snapshot 2: 12/06/2008 (12:03:48 ~ 12:37:36) EMC\snapshot2.xml  
**Step 3:**  Evaluation: Calculated Total Volume: 1091 Color Volume: 734



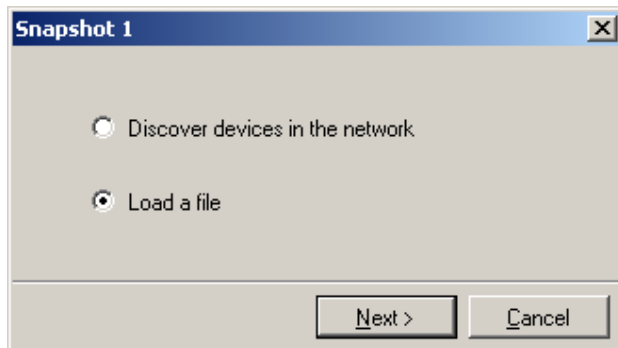
The snapshot has to be saved for later use. The default file path will be on the USB stick. To make it easy to manage data by different customers, it is strongly recommended to create a folder for every customer and save the snapshots there. If desired, the snapshot can also be saved on the customer's computer.

Snapshots will be saved as XML files. The scan results can also be exported as csv files (*File \ Export to CSV*).

## Step 2: Creation of second Snapshot

In step 2 a second snapshot will be created during the next visit to the customer, and at the same time a comparison of the customer's print environment between the two visits will be generated.

To do this, first of all the snapshot that has been taken on the previous visit to the customer has to be loaded by clicking *Load a file*.



The default file path is again set to the USB drive. Choose the customer's folder and open snapshot 1. The first snapshot will now be displayed on the first tab.

(Note: the order the snapshots are loaded / taken is not relevant. It is also an option during the second visit to first make the scan and then load the first snapshot. The difference volume will be the same.)

Then the second snapshot is taken by clicking the tab *Snapshot 2*. Here the option *Discover devices in the network* is selected again, with the same IP address settings as during the first snapshot. The detection process starts again and delivers as a result the second snapshot plus two additional tabs: *Difference* and *Report*.

KYDanalyser

File Help


Snapshot 1 Snapshot 2 Difference Report

Vendor	Modelname	Serialnumber	IP-Address	SysLocation	Date	Total	Color
Kyocera	FS-1000+	XAG1327114	172.19.5.1		12/06/2008 12:03:48	38136	
Kyocera	FS-3700	ALJ6201980	172.19.5.2		12/06/2008 12:03:50	395312	
Kyocera	FS-C8100DN	SPL6900002	172.19.5.4	Color Control Area	12/06/2008 12:03:53	4280	4280
Kyocera	FS-1800+	VAK2263653	172.19.5.5		12/06/2008 12:03:53	9619	
Kyocera	KM-C950	AGG3007563	172.19.5.10		12/06/2008 12:04:00	82789	32253
Kyocera	FS-1030D	XLL6X93905	172.19.5.7		12/06/2008 12:04:10	10203	
Kyocera	FS-1118MFP	XLA5124407	172.19.5.12	ESMC-PM	12/06/2008 12:04:10	2134	
Kyocera	FS-C5030N	ALJ5500851	172.19.5.13		12/06/2008 12:04:11	10615	7768
Kyocera	FS-C5030N	ALJ5702068	172.19.5.15	73.110.32.70.11...	12/06/2008 12:04:11	62526	58684
Kyocera	KM-4030	AGN3002255	172.19.5.16		12/06/2008 12:04:11	121032	
Kyocera	KM-C3232E	UAM7300054	172.19.5.18		12/06/2008 12:04:11	69813	63485
Kyocera	FS-1118MFP	XLK5607890	172.19.5.19		12/06/2008 12:04:22	23275	
Kyocera	FS-1030D	XLL6X93792	172.19.5.9		12/06/2008 12:04:25	7091	
Kyocera	FS-2000D	XLM6942287	172.19.5.20		12/06/2008 12:04:25	6048	
Kyocera	KM-5035	AJM3000023	172.19.5.21		12/06/2008 12:04:26	98841	
Kyocera	KM-C3232	UAE6200033	172.19.5.22		12/06/2008 12:04:35	4379	2585
Kyocera	KM-2560	QAW7800105	172.19.5.23		12/06/2008 12:04:35	355	
Kyocera	KM-3050	PAH7812666	172.19.5.24		12/06/2008 12:04:35	80	
Kyocera	FS-1920	VLB4110800	172.19.5.25		12/06/2008 12:04:35	24387	
Kyocera	FS-C5020N	ALH4200584	172.19.243.10		12/06/2008 12:37:35	23693	19023
Kyocera	FS-1920	ALB3201181	172.19.243.15		12/06/2008 12:37:36	32412	

Step 1:  Snapshot 1: 11/06/2008 (13:04:28 ~ 13:38:40) EMC\snapshot1.xml

Step 2:  Snapshot 2: 12/06/2008 (12:03:48 ~ 12:37:36) EMC\snapshot2.xml

Step 3:  Evaluation: Calculated Total Volume: 1091 Color Volume: 734



Snapshots 1 and 2: The two tabs show the customer's print environment with device information and meter readings. Color information is also provided.


### Step 3: Evaluation

The development of the print environment in the period between the two snapshots is summarized in the two tabs *Difference* and *Report*.

#### Difference:

KYOAnalyser								
File Help								
Snapshot 1   Snapshot 2   <b>Difference</b>   Report								
Vendor	Modelname	Serialnumber	IP-Address	SysLocation	Snapshot 1	Snapshot 2	Difference	Color
Kyocera	FS-1000+	XAG1327114	172.19.5.1		38132	38136	4	
Kyocera	FS-3700	ALJ6201980	172.19.5.2		395312	395312	0	
Kyocera	FS-C8100DN	SPL6900002	172.19.5.4	Color Control Area	4271	4280	9	9
Kyocera	FS-1030D	XLL6x93905	172.19.5.7		10192	10203	11	
Kyocera	FS-1800+	VAK2263653	172.19.5.5		9619	9619	0	
Kyocera	KM-C950	AGG3007563	172.19.5.10		82740	82789	49	32
Kyocera	FS-1118MFP	XLA5124407	172.19.5.12	ESMC-PM	2106	2134	28	
Kyocera	FS-C5030N	ALJ5500851	172.19.5.13		10605	10615	10	4
Kyocera	FS-1030D	XLL6x93792	172.19.5.9		7090	7091	1	
Kyocera	FS-C5030N	ALJ5702068	172.19.5.15	73.110.32.70.11...	62526	62526	0	0
Kyocera	KM-4030	AGN3002255	172.19.5.16		121001	121032	31	
Kyocera	KM-C3232E	UAM7300054	172.19.5.18		69108	69813	705	640
Kyocera	FS-1118MFP	XLK5607890	172.19.5.19		23270	23275	5	
Kyocera	FS-2000D	XLM6942287	172.19.5.20		6043	6048	5	
Kyocera	KM-5035	AJM3000023	172.19.5.21		98783	98841	58	
Kyocera	KM-C3232	UAE6200033	172.19.5.22		4366	4379	13	7
Kyocera	KM-2560	QAw7800105	172.19.5.23		250	355	105	
Kyocera	KM-3050	PAH7812666	172.19.5.24		80	80	0	
Kyocera	FS-1920	VLB4110800	172.19.5.25		24384	24387	3	
Kyocera	FS-C5020N	ALH4200584	172.19.243.10		23650	23693	43	42
Kyocera	FS-1920	ALB3201181	172.19.243.15		32401	32412	11	

Step 1:	<input checked="" type="checkbox"/> Snapshot 1: 11/06/2008 (13:04:28 ~ 13:38:40) EMC\snapshot1.xml	
Step 2:	<input checked="" type="checkbox"/> Snapshot 2: 12/06/2008 (12:03:48 ~ 12:37:36) EMC\snapshot2.xml	
Step 3:	<input checked="" type="checkbox"/> Evaluation: Calculated Total Volume: 1091 Color Volume: 734	

The tab *Difference* shows the change of the meter readings, i.e. the volume that has been printed per device during the period of first and second session.

## Report:

The screenshot shows the KYOAnalyser application window. The 'Report' tab is selected, displaying the following data:

Section	Meter Reading	File	Devices	Networks	Output Volume	Color Volume	Changes
<b>Snapshot 1</b>	11/06/2008 (13:04:28 ~ 13:38:40)	EMC\snapshot1.xml	21	1			
<b>Snapshot 2</b>	12/06/2008 (12:03:48 ~ 12:37:36)	EMC\snapshot2.xml	21	1			
<b>Evaluation</b>					1091 (Total)	734 (Color)	Syslocation: 0 IP-Address: 0

At the bottom of the window, a summary bar shows the following steps:

- Step 1:  Snapshot 1: 11/06/2008 (13:04:28 ~ 13:38:40) EMC\snapshot1.xml
- Step 2:  Snapshot 2: 12/06/2008 (12:03:48 ~ 12:37:36) EMC\snapshot2.xml
- Step 3:  Evaluation: Calculated Total Volume: 1091 Color Volume: 734

The KYOCERA logo is visible in the bottom right corner of the application window.

The final tab *Report* shows a summary of the changes between the two snapshots, e.g. device changes and total output volume.

# Integration with external applications

KYOanalyser is able to export data to csv or XML. This opens up a range of options for the data to be used in other applications.

## DocuAudit

DocuAudit can import data that are delivered by KYOanalyser and use them as a basis for further analysis.

DocuAudit requires the following information for an audit:

- Page volumes
- Office locations
- Purchase date of devices
- Purchase price of devices and consumables
- Device contracts

The scenario using the combination of KYOanalyser and DocuAudit would be the following:

### **Step 1: Perform a network scan with KYOanalyser and import the results into DocuAudit.**

=> This will create the list of devices in DocuAudit.

### **Step 2: Perform a second network scan with KYOanalyser and import the results into DocuAudit.**

=> This will complement the list by creating the average monthly volume of devices.

### **Step 3: Enter all missing information manually into DocuAudit.**

For a comprehensive report, the customer will have to give information on contract details, dates of purchase, and other details like locations or whether the devices are prone to break down. The more information can be obtained, the more accurate the proposal will be.

Also, missing devices (e.g. local devices) that have not been detected by KYOanalyser will have to be entered manually.

=> DocuAudit now reflects the current customer environment.

#### **Step 4: Within DocuAudit, develop a proposal for the new fleet organization.**

By excluding existing devices, proposing new devices, creating new contracts and optimizing the location of all devices, the impact on costs of the simulation can immediately be seen.

=> DocuAudit helps find the best solution for the reorganization of the customer's fleet.

#### **Step 5: Automatically generate fleet optimization reports with DocuAudit.**

Based on all data, the fleet optimization report can automatically be created by DocuAudit as a Word or Powerpoint document that clearly compares the advantages and cost savings of the proposed fleet organization to the current situation.

=> DocuAudit helps present the proposal to the customer.

#### **Advantages:**

Using the combination of KYOanalyser and DocuAudit will help the sales rep to get an overview of the current situation and work out a proposal for reorganization in a very effective way. Harvesting and managing data electronically will not only be quicker, but also minimize errors.

Of course, not all data that are required for a print assessment can be obtained automatically – in any case the customer will need to be involved regarding e.g. contract details or consumables figures, and a site inspection to detect all devices and determine their usage is inevitable.

**Note:** The import of data into DocuAudit is not yet automated! This is a future perspective if considered useful. At the moment data can be imported by some manual rework of tables.

## **Target Group**

Target group of KYOanalyser are Kyocera sales representatives and consultants. It is an internal tool not intended for resale – although this might be a perspective in the future.

KYOanalyser might also be used by service technicians to get meter readings, or by dealers as a basis for an assessment.

# Opportunities and Benefits

KYOanalyser gives an instant overview of a customer's document output infrastructure. This opens up a variety of opportunities for the sales representative.

## **KYOanalyser as a Door Opener**

With new customers, KYOanalyser is an option for a sales rep to get a foot in the door. By acquiring an overview of a customer's print environment, the sales rep can give a first rough estimate of optimization potential within a few minutes without having to visit devices. Of course – and this can be made transparent to the customer – the sales rep will need at least the data of a second snapshot for a basic assessment. However, based on the results of the first snapshot, the sales rep might already be able to point out some potential deficiencies of the current structure and give a first appraisal.

As the first snapshot will already show some results, this can give a positive impression on the customer and enhance his interest in a second visit.

## **KYOanalyser as a Starting Point for Print Assessment**

With the data of the two snapshots, the sales rep will have an overview of networked devices and their estimated capacity utilization (based on the print volumes calculated for the time between the two snapshots).

Next step should be to investigate the usage of the individual devices.

- What are the devices mainly used for, and by whom?
- Are the functionalities of the devices sufficient for the intended usage? Or the other way round, might a less powerful device be sufficient?
- Are there any known problems (device related, like frequent paper jams, or general problems)?
- What are the service and contract conditions?

Based on this information, the sales rep should be able to make suggestions for savings potentials and fleet optimization. This can lead to small changes at the customer site, like changed positioning of devices for better efficiency. In this context, if Kyocera devices are already present in a fleet, the sales rep can find out if the Kyocera devices might be better positioned – with the advantage of the customer for more cost-effective printing, and the advantage for the sales rep that clicks can be moved to the Kyocera devices.

Finally and preferably, the process begun with KYOanalyser might lead to a relationship of trust with the customer and an extensive print assessment with the replacement of machines and acquisition of Kyocera solutions (e.g. KYOcontrol, KYOcount or KYOroute).

### **Upselling Options: Software & Solutions**

KYOanalyser only gives basic data and is not intended for permanent usage in the customer's network, nor is it intended for resale. This can be clearly communicated to the customer.

However, during the talks about the document output infrastructure and potential fleet optimization, the sales rep should always keep in mind the Kyocera solutions that can help solve some of the customer's problems, like for instance:

- **KYOcount** for professional fleet management
  - Supervision of all networked and local devices
  - Information on volumes (prints, copies, scans and faxes), formats, mono / color, device and toner status
  - Precise cost-accounting, remote service management, advanced notification options and customized reporting
- **KYOroute** for rules-based printing
  - Automatic routing of print jobs to the most suitable device
  - Routing for instance according to color, volume, user, priority, device status
  - Includes tracking log for print behavior
  - For guaranteed compliance to print policy and cost reduction
- **KYOcontrol** for highest level of document output security
  - Delivery of printouts only to authorized recipients
  - Flexible tracking, accounting and access management
  - Improved document workflow through personalization and on demand functions
- **KYOeasyprint** for faster and more efficient document output workflows
  - Custom automation of document output workflows
  - Pooling of multiple print jobs into one job
  - Automatic integration of forms and letterheads
  - For accelerated and simplified document output workflows and increased productivity

- ⇒ Door opener for first customer contacts
- ⇒ Creation of awareness of optimization potential
- ⇒ Move clicks to Kyocera devices
- ⇒ Starting point for print management process
- ⇒ Generate additional sales and upselling options for Kyocera software

### **Further Benefits for the Sales Team**

Apart from the opportunity to develop a customer relationship, KYOanalyser offers a range of benefits for the sales team.

- **Quick collection of fleet information**
  - Instant results
  - Increased efficiency and productivity

With KYOanalyser meter reads of networked devices are collected within a few minutes. The sales rep does not have to visit the machines to get an overview, and the customer does not have to spend the time leading the sales rep to the different devices. This leaves more time for important matters, such as interviewing the customer about his print environment and finding out the weak spots of his document output infrastructure that should be optimized.

- **Collection of meter readings**
  - All meter readings can be taken in one go
  - Faster process
  - Ensured accuracy of results

Dealers and service technicians can use KYOanalyser to collect meter readings from the networked devices. This saves time as the devices need not be visited personally; the required readings can be taken in one go. Also, the accuracy of the meter readings might be improved as the data can much easier be collected from the csv file as from the devices.

- **Data exchange options**
  - Export as XML or csv
  - Flexibility to use data in different applications

All collected data can be saved as a csv file. The csv file (csv = comma separated value) is a file format that can be imported into a wide range of applications, like word processing, spreadsheet or database applications. This opens up opportunities for further analysis, for instance to use KYOanalyser's data to determine the price per page.

- **Ease of use, high transparency**
  - No training required
  - No obstacles in installation or use
  - Findings are transparent for the customer
  - Creates trust

KYOanalyser is an easy to use application that does not require any preliminary training. No installation is required, so the customer need not worry about data that is left on his computer. The scan and detection process is very transparent, and the customer can at any time comprehend what is happening. All results are presented in clearly arranged tables that can be shown to the customer. Also, the exported files can be provided to the customer if desired.

This high transparency, combined with the fast delivery of results, can serve to create trust with the customer, and to help establish a good relationship.

- ⇒ Instant collection of fleet information
- ⇒ Flexible data exchange options
- ⇒ Transparent results

### **Benefits for the Client**

KYOanalyser is able to disclose some of the basic – but very often unknown - facts of a company's document output environment: how many devices are there, to what capacity are they used (i.e. what is their actual print volume), and what is the balance between black-and-white pages and colour pages.

Thus it is possible to detect devices that are operating above or below capacity, or devices that are used ineffectively. Consequently, KYanalyser can help making better use of existing devices as the first step for a company to reduce its document output costs.

Also, KYOanalyser can help determine the total cost per page. Expenses for toner, paper and leases are costs that are usually transparent for a company. However,

what many companies do not know is their actual cost per page, taking into account all print related expenses and the print volume. On the basis of the figures KYOanalyser provides, it is possible to determine the actual cost per page, although the calculation will not be delivered by KYOanalyser, but needs to be created with external applications.

If the customer knows the effective cost per page of his devices, he will be able to better evaluate contract offers of exchange or lease contracts.

The next step would be the fleet optimization that can be performed with KYOanalyser's collected data as a basis, resulting in an improved document output infrastructure for the client, with significant savings and a lower TCO.

KYOanalyser comes free of charge, so the KYOanalyser service can be offered for free to the customer.

- ⇒ Improved efficiency of document output infrastructure
- ⇒ Reduced document output costs
- ⇒ Calculation of cost per page, for better evaluation of exchange and lease contract offers

# Proposed Strategy

## Step 1: Get an overview of the customer's print environment with KYOanalyser

KYOanalyser can be the first step to get an overview of a company's print environment. At least two visits are required to get conclusive data that include consumption values – although based on two visits those values will not be representative which should be clearly communicated to the customer.

- ⇒ During the first visit the first snapshot is taken. The customer is given a short summary of his fleet (number of devices, meter counts, most used devices).
- ⇒ The customer is explained that to get consumption values a second snapshot is required, and he is given a date for a second visit.
- ⇒ As preparation to the second visit, you should make sure to know the basic facts about all models that are present in the customer's fleet.
- ⇒ On the second visit, the second snapshot is taken, and some proposals for optimization potential should be presented.

## Step 2: Examine print environment for optimization potential

With the KYOanalyser data as a basis, some basic data of the customer's print environment will be made transparent:

- ⇒ How many networked devices are there?
- ⇒ How high is the document output volume?
- ⇒ What are the devices that are being used most?
- ⇒ Which devices are hardly being used at all?
- ⇒ To what extent is color used?
- ⇒ Which devices are old (and possibly no longer economical), based on the total meter count?

Based on this knowledge, some basic recommendations might be made.

- ⇒ Detection of potentially uneconomical devices
- ⇒ Relocation of existing devices for better capacity utilization

For instance, there may be printers with a relatively high cost per page that are used extensively, and at the same time MFPs with a low cost per page that are used only for copying. There may be also older devices with a very high total meter value that have exceeded their intended lifecycle.

However, at this stage, it should be expressly stated that a detailed print assessment is required in order to develop a strategy for a consolidated fleet.

### **Step 3: Detailed analysis of print environment (print assessment)**

In order to work out a plan for a fleet consolidation, a solid understanding of the customer's current situation, pains and needs has to be reached.

- ⇒ Create a list of all devices that are in use, including local printers
- ⇒ Create a map that shows where each device is located
- ⇒ For each device, outline what it is used for
- ⇒ Question customer and users about their output requirements
- ⇒ Investigate TCO for all existing devices
- ⇒ Check status of devices (e.g. frequency of downtimes)

### **Step 4: Proposal of consolidation**

Based on all acquired data a concrete proposal for fleet consolidation should be developed. The proposal should clearly state the savings potential for the customer.

- ⇒ Underperforming or uneconomical devices should be replaced with new or refreshed Kyocera devices that fit the customer's requirements
- ⇒ Recommend solutions that help solve the customer's document output problems or that increase productivity

## Limitations and Restrictions

KYOanalyser is a useful tool with some functionality limitations. The limitations are either intended, or they are unavoidable due to technical restrictions.

### Detection of Devices and Information

Apart from MFPs and networked printers, a huge variety of smaller devices exist in many companies that are not connected to the network but rather to a desktop computer via USB or parallel port. KYOanalyser can only access data from networked devices. That means that local printers cannot be detected and accessed – unless KYO local agent has been rolled out, in that case local printers are also detected.

Furthermore, KYOanalyser may not be able to access all data from all devices, which depends on the device's MIB (Management Information Base). In some cases the reason could be that the device is too old and its MIB does not meet current standards. Also, some manufacturers keep their MIBs inaccessible.

Of course, devices that are not switched on will not be detected either. So in the long term the sales rep should walk the floors to make a lineup between detected devices and all actual devices.

For the meter readings, only the total meter counts are given. Scan counts are not read, and meter readings are not broken down into print, copy or fax counts.

Also, print volumes are only counted and separated according to mono and color volumes. There are no other factors included in the evaluation, like who uses the devices and how much. For MFPs, no information is given on the number of scans, faxes or copies.

- ⇒ No detection of local printers
- ⇒ No scan counts, no breakdown of meter data (print / copy / fax)
- ⇒ No analysis of document output (e.g. how many print jobs, by who)
- ⇒ No complete data for some devices if MIBs are inaccessible



There are a number of Kyocera applications that offer enhanced functionality for fleet management, like for instance KYOcount, and there are complementary applications like DocuAudit. During the interactions with the customer, the alternatives and their added functionality and benefits should be presented.

## **KYOanalyser in Professional Print Assessment**

KYOanalyser itself only offers basic assessment options, as described above, that by themselves are not sufficient for a comprehensive print assessment.

To simplify matters, let's assume that a print assessment would consist of the following phases:

- ⇒ Phase 1: Gathering of data, definition of as-is-state
- ⇒ Phase 2: Analysis of needs
- ⇒ Phase 3: Analysis of findings, course of action
- ⇒ Phase 4: Implementation
- ⇒ Phase 5: Final assessment, review

It becomes clear from this short summary that KYOanalyser can only contribute to a small part in a professional assessment, and that is in phase 1, the gathering of data. If local printers should be considered as well in the print assessment, KYOanalyser is no longer sufficient.

However, KYOanalyser can contribute to a very important part by convincing the customer that a print assessment will be beneficial for him.

In any case, the major and most important part has to come from the consultant who is performing the assessment and his experience.

- ⇒ **Only suitable for gathering of basic data**
- ⇒ **Not sufficient standalone for a professional print assessment – needs to be complemented by other applications / analysis**