KYOCERA

Case study: Mkhonto Ngwenya uses technology to streamline their business processes

Customer statement

"We've experienced great service from Kyocera. They have been proactive in helping us to reduce our total cost of ownership, as well as to improve our business processes and transform the way in which we operate."

- Mosses Paalwini, Office Manager at Mkhonto Ngwenya

Mkhonto Ngwenya uses Enterprise Content Management (ECM) softwate solutions to streamline the way information is managed, secured and shared. Established in Pretoria in 2012, Mkhonto Ngwenya provides legal services and advice to individuals, groups and corporate clients. With its practice growing at a rapid speed, the company needed to invest in technology to streamline the way it manages, secures and shares information.

Challenge

Mkhonto Ngwenya saw an opportunity to improve efficiencies and controls in its workflow by digitising document and the management and retrieval of legal documents. They also wanted to reduce costs and optimise performance in the document management environment.

Solution

After evaluating Mkhonto Ngwenya's requirements, Kyocera Document Solutions South Africa proposed a full managed document and enterprise content management (ECM) solution to Mkhonto Ngwenya's offices.

- Kyocera introduced a new printing and scanning solution. The Kyocera multifunction devices provide an exceptional user experience with an interactive user panel, as well quick and reliable scanning of documents that addresses their unique workflow needs.
- The ECM software provides Mkhonto Ngwenya with powerful features such as document capture, workflow, records management and security. Kyocera implemented the software and trained end-users on how to use it.

Business Benefits

1. The solution makes it quicker and easier for the firm to securely store, search and retrieve documents.
2. KYOCERA MDS offers additional security through authorised access to devices and networks, as well as through features such as the secure printing function.
3. Significant reduction in printing expenses under a managed services contract that gives Mkhonto Ngwenya an affordable and transparent cost per printed page.
4. Digitisation reduces the risk of client records going missing or being destroyed in an incident, such as a fire or natural disaster.
5. It is now easier to securely share information with clients or other parties involved in a case.
6. Several people can work on the same case file, no matter where they are.
7. Increased productivity through optimised workflows that reduces downtimes.
8. The ECM software's user-friendly interface makes it simple to update documents, add document annotations, redact confidential information and change document metadata.

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