



Document Solutions

MANAGED DOCUMENT SERVICES



DISCOVER THE DOCUMENT.

Why MDS is the next big business opportunity for Systems Integrators.





20%

The projected year-on-year growth rate of the MDS market, 2010-2015 (Photizo).

\$78bn

Predicted value of the global Managed Document Service market by 2015 (Photizo).

3%

The average share of total enterprise revenue spent on printing (Gartner).

10-30%

The potential savings on print spend a Managed Document Service can deliver (Gartner).

>50%

The proportion of enterprises expected to be using some form of Managed Document Service by 2014 (Quocirca).

THE BUSINESS CASE FOR YOU.

- › Universal appeal: documents are fundamental to all types and size of enterprise.
- › Current economic conditions make MDS a compelling cost-saving strategy.
- › There's a compelling, tried and tested business case – in short, MDS is an easy sell.



WHAT IS A **MANAGED** DOCUMENT SERVICE?

A MANAGED DOCUMENT SERVICE (MDS) IS THE DESIGN, DEPLOYMENT AND SERVICING OF A **CONTROLLED** BUSINESS DOCUMENT ENVIRONMENT.

KYOCERA can help you bring ready-to-deploy MDS to market quickly, giving you access to a new high-margin revenue stream with no extra investment in skills.

WHY ADD MDS TO YOUR PORTFOLIO?

- › Broaden the scope of your service proposition and plug the gap in your current solutions.
- › Cut costs and create business value for your clients without investing in new skills.
- › Strengthen your business tenders and unlock new revenues from existing contracts.
- › Carve out a unique competitive advantage over other Systems Integrators.

WHY A MANAGED DOCUMENT SERVICE?

MDS is a proven business strategy and neatly aligns with some of the principal drivers of systems integration:

- › Cost reduction and control.
- › Process and workflow optimisation.
- › Security and risk reduction.
- › Environmental sustainability.

THE AIMS OF MDS

At its simplest, a Managed Document Service aims to achieve a reduction in costs.

Many MDS solutions are now broader in scope and optimise an enterprise's entire document workflow, both print and electronic, from input and throughput to security, storage and retrieval.

In doing so, they give business managers the ability to precisely control print policy, usage and spend, which creates strategic benefits across the whole business environment.

CREATING VALUE BEYOND COST REDUCTION

- › **Simplicity** – A single consolidated contract for print hardware, consumables and maintenance.
- › **Flexibility** – Scalable in response to changing print volumes and staffing numbers.
- › **Performance** – Optimise internal processes to improve customer service.
- › **Productivity** – Eliminates time lost to inefficient print equipment and document workflows.
- › **Sustainability** – Saves energy, reduces paper use and demonstrates Corporate Social Responsibility.

THE DANGERS OF DOING NOTHING

- › Ignoring MDS means surrendering a potentially lucrative new revenue stream.
- › Also offers your competitors a window of opportunity to develop a relationship with your client.

WHY CHOOSE KYOCERA DOCUMENT SOLUTIONS?

WE'RE **DIFFERENT**. WE'RE AS **COMMITTED** TO YOU AS WE ARE TO YOUR CLIENTS.

THE RIGHT BUSINESS MODEL

Our solutions are packaged specifically for use by Systems Integrators – we don't sell direct so you own the client relationship.

SUPPORT DESIGNED FOR YOU

We offer training, support and marketing assets to help you seamlessly add MDS to your portfolio.

SIZE AND STABILITY

We're a worldwide provider and part of the multinational KYOCERA Corporation, a FT 500 global company with a turnover of £11 billion.

HUMAN-SCALE SOLUTIONS

Our ability to deploy MDS at a regional and local scale is among the best in the industry.

AWARD-WINNING HARDWARE

KYOCERA MDS solutions use our own award-winning range of print hardware.

SMART SOFTWARE

We use best-of-breed print management software to add strategic value to our document solutions.

AGILITY

We're one of the most flexible of all MDS vendors, both in terms of solutions and service.

TRUSTED EXPERTISE

Our consultants and engineers are all highly qualified to relevant industry standards.

READY TO DEPLOY

No need to invest time, money and resource designing your own document strategies.

PROVEN

We have successful partnerships with some of the world's top Systems Integrators.

ACCREDITED GREEN

We have all the requisite accreditations to help your clients reduce their environmental impact and develop a sustainable supply chain.

**CAN-DO.
THAT'S THE KYOCERA WAY.**

We create solutions other companies won't. KYOCERA was founded on the belief that anything's possible; the only question is how. It's a philosophy we apply to every challenge our clients set us.

MDS IN ACTION.

WE OFFER **ENTERPRISE-READY** MDS SOLUTIONS THAT DELIVER **PROVEN** BENEFITS YOU CAN MEASURE.

CUTTING PRINT COSTS FOR AN EXISTING CLIENT

A leading UK Systems Integrator diversified their service portfolio by adding KYOCERA MDS solutions.

- › We identified the client was unhappy with the performance and reliability of their print environment.
- › We deployed a MDS fleet of 600 retail printers to transform service levels and achieve a 33% saving in Total Cost of Ownership.
- › The Systems Integrator opened up a new revenue stream and strengthened their client relationship.

WINNING A NEW BUSINESS TENDER

One of Europe's largest independent IT groups worked with KYOCERA to win an MDS deal worth £3 million over five years.

- › We optimised the client's print fleet in line with their specific business objectives.
- › Delivered 99.89% uptime in first year and an average fault resolution of 5.4 hours.
- › 14.9% (8 million sheet) reduction in print volumes, forecasted 55% reduction in energy consumption.
- › Improved employee productivity and user satisfaction.

ADDING VALUE WITH A STRATEGIC MDS

We helped a major French Systems Integrator win a three-year, £1.3 million contract to create a bespoke national MDS solution.

- › We deployed 527 print and multifunctional devices to over 200 retail stores.
- › Fully managed service including secure release, mobile printing, scan-to-me, monthly service reviews and a rules-based print software solution.
- › Exceeded SLAs in first year, delivering 99.8% uptime and average fault resolution of 4.5 hours, down from three days.
- › The Systems Integrator proved its ability to put their client first, adding strategic value above and beyond expectations.

DISCOVER THE DOCUMENT.

ADD MANAGED DOCUMENT SERVICES TO **YOUR** SOLUTIONS PORTFOLIO. IN PARTNERSHIP WITH KYOCERA, IT'S **EASY**.

We'd be delighted to talk to you about how we can add value to your business. Contact us to arrange a project briefing, ask a question or simply chat through your thoughts. Our friendly team will be pleased to help and there's no pressure to deploy.

GET IN TOUCH

Contact Eddie Ginja, ex-Systems Integrator and MDS expert.

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