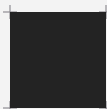



Greater Control and Efficiency with Kyocera Fleet Services

By combining automation and remote management, Kyocera's remote device monitoring software improves efficiency and helps provide an even better customer service.



Case Study 

IT Solutions



Having previously struggled to minimize office visits, ComTec identified Kyocera Fleet Services as a potential game-changer that could improve efficiency and customer service by providing greater control of their printing.



The Background

ComTec, located in Santiago de Chile, is a leading-edge integrator and value-added reseller of IT solutions with a reputation of high quality services focusing on prompt delivery, quick response time and continuous innovation, delivering the most attractive and updated solutions for its customers. Today, ComTec has over 800 managed print devices, both in corporate and government accounts and it is expecting to double this amount by the end of 2020.

The Challenge

ComTec, a service and solutions integrator, struggled to offer Managed Print Services to its end customers. The company wanted to minimize office visits and improve service up-time, but still have technical information related to printing environments readily available so they could consistently support and proactively assist their clients. Thanks to a strategic partnership with Kyocera, ComTec was able to deliver more sophisticated services in an efficient and profitable way.

The Solution

As an integral part of its value proposition, ComTec adopted in its printing operation division, Kyocera Fleet Services, which provides remote administration of their printing fleet.

Kyocera Fleet Services brought about the following benefits:

- + **Automation of supplies delivery:** This is done 100% proactively today. Kyocera Fleet Services sends custom notifications according to supplies level or page counts in every device, in order to generate automatic supplies dispatch. The client no longer requests supplies, they arrive in a timely manner.
- + **Automation of meter data collection for the billing process:** Both the collection of the meters and their validation with the client are carried out via Kyocera Fleet Services remotely.
- + **Remote device configuration:** Schedule changes, device reboots, network settings, SMTP, maintenance settings, and firmware updates which helps to reduce vulnerabilities and increases the security of the printing environment. Update processes are now done in bulk and remotely via Kyocera Fleet Services.

- + **Information Analysis of printing environment:** Kyocera Fleet Services makes it possible to constantly evaluate the adequate use of equipment (sub and over-used equipment), allowing ComTec to propose preventive management measures to its clients in order to support operational continuity and the most efficient use of the printing environment.
- + **Remote Incident Resolution:** A significant number of incidents are resolved today without the need to send a technician to the field, via configuration or remote access to the devices. Even end user orientation processes can easily be performed remotely thanks to Kyocera Fleet Services' ability to share the screen and control devices to technicians in ComTec's labs.
- + **Improved technical visits efficiency:** Although at times some incidents require the presence of a technician in the field, the possibility of technicians to address service issues by obtaining a pre-diagnosis via Kyocera Fleet Services, often allows them to fix the problem during the first visit, minimizing device's downtime.

The screenshot displays the Kyocera Fleet Services dashboard. The main content area shows a table of devices with the following columns: Series number (Model number), Host name, Status, Firmware status (system firmware, motor firmware), and Toner information (K, C, M, Y). The table lists 20 devices, all of which are in a 'Ready' status. The toner levels are represented by progress bars for each color (K, C, M, Y).

Series number Model number	Host name	Status	Firmware status (system firmware, motor firmware)	Toner information (K, C, M, Y)
VW68402078 ECOSYS P3055dn	KM682C4B	Ready	2T6_5000.001.754 2T6_1000.001.020	K 99%
RG9305069 ECOSYS M3655idn	KM701A28	Ready	2TA_5000.001.507 2TA_1000.002.010	K 59%
RG9707267 ECOSYS M3655idn	KM8F18C0	Ready	2TA_5000.002.202 2TA_1000.003.011	K 77%
V4B7Y08656 ECOSYS M3550idn	KM571356	Ready	2NM_2000.006.113 2NM_1000.007.007	K 71%
RM9500054 TASKaifa 5053d	KM8A78FF	Ready	2V8_5000.001.241 2V8_1000.001.035	K 90% C 93% M 93% Y 92%
RG9405992 ECOSYS M3655idn	KM711695	Ready	2TA_5000.001.507 2TA_1000.002.010	K 84%
RG9706730 ECOSYS M3655idn	KM8F093C	Ready	2TA_5000.002.214 2TA_1000.003.011	K 43%
V4B7Y08691 ECOSYS M3550idn	KM57136E	Ready	2NM_2000.E06.107 2NM_1000.007.007	K 50%
V4B7Z09271 ECOSYS M3550idn	KM578A00	Ready	2NM_2000.006.113 2NM_1000.007.007	K 63%
RG9305074 ECOSYS M3655idn	KM701A25	Ready	2TA_5000.001.507 2TA_1000.002.010	K 80%
RG9707266 ECOSYS M3655idn	KM8F18C1	Ready	2TA_5000.002.202 2TA_1000.003.011	K 78%
V4B7Y08856 ECOSYS M3550idn	KM571281	Ready	2NM_2000.006.113 2NM_1000.007.007	K 56%
RG9707279 ECOSYS M3655idn	KM8F1918	Ready	2TA_5000.002.214 2TA_1000.003.011	K 65%
RG9405944 ECOSYS M3655idn	KM7116DA	Ready	2TA_5000.001.507 2TA_1000.002.010	K 83%
RG9405702			2TA_5000.002.214	

The Results

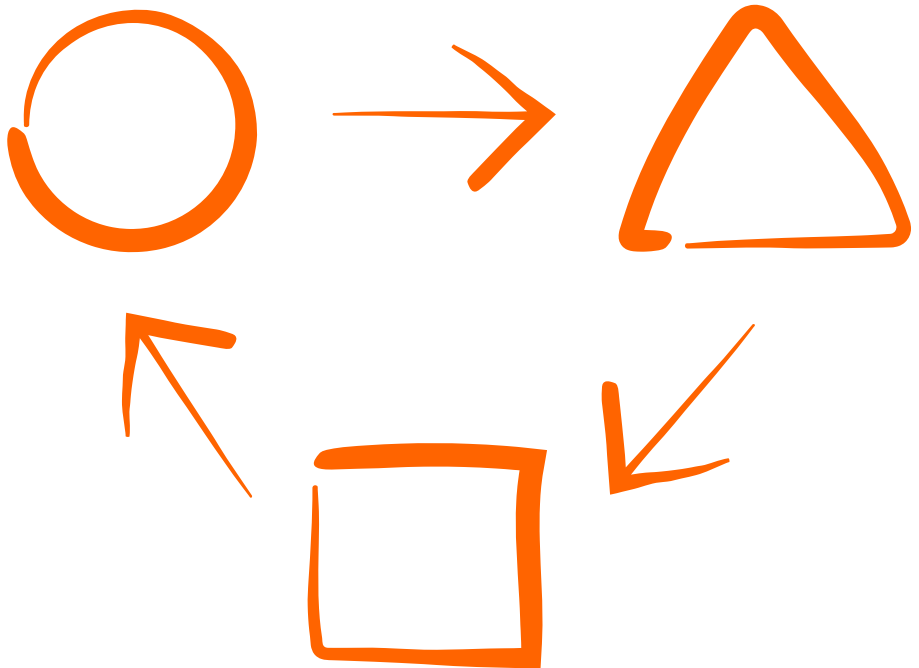
- + In addition to a powerful administration tool, Kyocera Fleet Services has become part of ComTec's added value proposition and a strong differentiator of their services.
- + With high visibility and control, Kyocera Fleet Services has been a very useful tool in the governance and maintenance of accounts. It has also helped in maintaining high levels of operational continuity achieving better service experience by providing quantifiable and objective indicators eliminating subjective perceptions.
- + Thanks to Kyocera Fleet Services, approximately 40% of services can be solved remotely, reducing the number of service visits to the field.
- + Through the integration of Kyocera Fleet Services with a customized Business Intelligent Dashboard, ComTec can provide its customers a user-friendly monitoring tool to obtain preconfigured reports of their printing fleet.
- + Kyocera Fleet Services has optimized ComTec's technical service area, minimized visits, improved quality of service and operational continuity, thus increasing customer satisfaction and loyalty.

Series number	% Black Toner	Black Toner status	% Magenta Toner	Magenta Toner status	% Cyan Toner	Cyan Toner status	% Yellow Toner	Yellow Toner status	Model	Dias
RC98700074	70.00 %	●	94.00 %	●	95.00 %	●	99.00 %	●	ECOSYS M6235cidn	
RC98700079	81.00 %	●	29.00 %	●	17.00 %	●	25.00 %	●	ECOSYS M6235cidn	
RC98700084	20.00 %	●	31.00 %	●	40.00 %	●	25.00 %	●	ECOSYS M6235cidn	
RC98700097	97.00 %	●	31.00 %	●	20.00 %	●	34.00 %	●	ECOSYS M6235cidn	
RC98700109	92.00 %	●	40.00 %	●	18.00 %	●	28.00 %	●	ECOSYS M6235cidn	
RC98700110	24.00 %	●	33.00 %	●	99.00 %	●	46.00 %	●	ECOSYS M6235cidn	
RC98700117	81.00 %	●	34.00 %	●	29.00 %	●	25.00 %	●	ECOSYS M6235cidn	
RC98800131	67.00 %	●	89.00 %	●	86.00 %	●	88.00 %	●	ECOSYS M6235cidn	
RC98800140	62.00 %	●	50.00 %	●	40.00 %	●	50.00 %	●	ECOSYS M6235cidn	
RC98800144	81.00 %	●	97.00 %	●	6.00 %	●	86.00 %	●	ECOSYS M6235cidn	
RC98900146	6.00 %	●	92.00 %	●	75.00 %	●	91.00 %	●	ECOSYS M6235cidn	
RC98900157	77.00 %	●	32.00 %	●	32.00 %	●	34.00 %	●	ECOSYS M6235cidn	
RC98900161	6.00 %	●	28.00 %	●	41.00 %	●	30.00 %	●	ECOSYS M6235cidn	
RC98900163	70.00 %	●	87.00 %	●	85.00 %	●	88.00 %	●	ECOSYS M6235cidn	

Customer Testimonial

"Kyocera Fleet Services has become a fundamental tool in optimizing our operation and increasing profitability. It is fully aligned with our vision of providing value added services to our customers. During these atypical times of Pandemic, Kyocera Fleet Services and its ability to reduce the number of technical services visits, offers the possibility to deliver operational continuity without jeopardizing our employees and customers safety."

Daniel Villegas, Director of Operations at ComTec



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 organizations put knowledge to work to drive change.

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