

# Kyocera Cloud Print.

Managed print services hosted in the cloud.



# Taking your managed print services to a whole new level.

As one of the world's most innovative document solutions providers, Kyocera has a rich history in pioneering technologies and game-changing solutions for real-world customer challenges.

Cloud printing is one of a number of new managed services we've launched to help our customers. Developed in response to first-hand experiences of the modern enterprise's changing document needs, Kyocera cloud print services hosted in cloud takes the Managed Print Solution (MPS) concept to a new level by allowing you to outsource the management of your entire print network.

## A simple kind of clever

Cloud printing is an outsourcing strategy for the processing, routing and management of print data traffic. With Kyocera Cloud Print, everything that happens between your users hitting print and the document arriving at the print device is taken care of by Kyocera.


### It's virtualisation for the print network

There's no need for onsite print servers and no need for your IT team to support the print network on a day-to-day basis. Print just happens, and happens right, every time, all the time. Built on the proven principles of our Managed Print Service solutions, Kyocera Cloud Print sets new standards for

From device monitoring and maintenance to traffic management and print policy enforcement, now Kyocera can take care of all things print on your behalf, leaving you free to concentrate on more productive tasks that benefit your business.

efficiency, and can help you unlock even greater value from a managed document environment:

- All the benefits of a Managed Print Service taken to new levels of efficiency.
- Create a more responsive, scalable and reliable document environment.
- Release multiple business resources currently devoted to the print fleet.
- Streamline your print network and reduce operational overheads with no capital expenditure.



Imagine your IT team never wasted time on a print-related job tickets, and there was no need to purchase or maintain print servers.

# The costs of an unmanaged print fleet.

On average 3% of an organisation's entire revenue is spent on print (Gartner). Print networks can easily become inefficient over time, compromised by ad hoc expansion, obsolete or mismatched technology and lapsed servicing contracts.

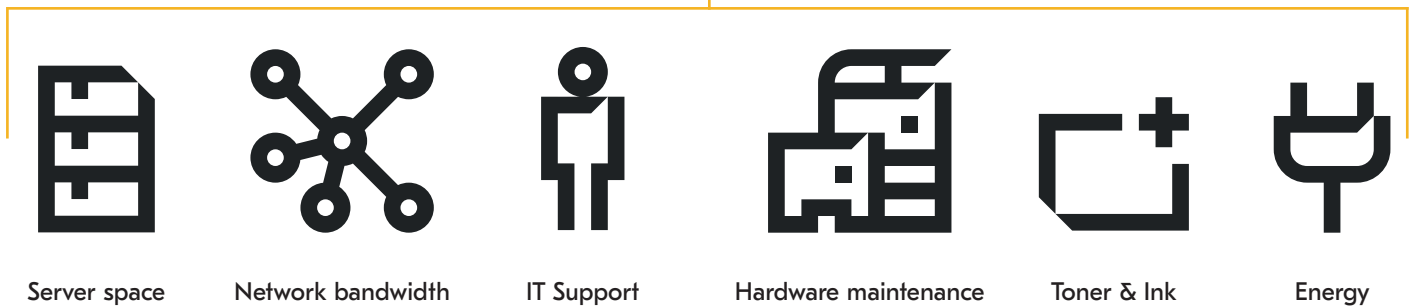
An unmanaged print network could be costing you hundreds of thousands of pounds or more a year in:

1. Server space
2. Network bandwidth
3. IT support
4. Hardware maintenance
5. Toner and ink
6. Energy

Alongside the financial costs, poor print performance is also a threat to commercial agility, user satisfaction, network security and progressive business policy. An organisation may also be exposed to breaches and cyber-attacks, leading to hefty fines and damaged brand reputation.

Even in a managed environment, print remains disproportionately resource-intensive to deliver, maintain and manage in comparison with other IT systems.

## A typical managed print network



# Taking MPS into the cloud.

## Organise, minimise, optimise.

Before you can virtualise your print network, first you need to take control of it. A Kyocera Managed Print Service optimises your print environment, reconfiguring the fleet, eliminating inefficiencies and maximising performance in line with your organisation's needs:

- Match fleet architectures to operational functions.
- Control the use of print resources in support of business strategy.
- Minimise waste, overheads and consumption.
- Organise your print fleet in line with business processes.

## Creating the virtual private print network.

Cloud printing takes the MPS concept one stage further by adding an offsite data centre to create a virtual private print network.

A managed print service hosted in the cloud is a true outsourced solution. Processing, routing, management, maintenance and policy enforcement – we take care of everything. All you need to do is allocate the devices to your workgroups.

As you can see when you compare the legacy print fleet with the diagram below, controlled by a Managed Print Service hosted in the cloud, the document environment becomes simpler and much more efficient, delivering escalating business value with every new print.



## Why a managed print solution hosted in the cloud?

<b>Liberate IT resources</b>	Redistribute IT personnel and hardware to more productive activities.
<b>Improve reliability</b>	The print environment is robust and responsive so you can depend on it.
<b>Reduce print costs</b>	Requires no new capital expenditure and you only pay for what you use.
<b>Deliver sustainability</b>	Reduce your paper, ink, energy and hardware consumption.
<b>Take control</b>	Accurately monitor fleet assets, print usage and service performance.
<b>Achieve new agility</b>	Document services are easily scalable and can adapt dynamically to the changing needs of your business.
<b>Drive user productivity</b>	Optimise document-intensive business processes and deploy innovations like cloud scanning and mobile printing.

# A bespoke solution.

We use a systematic design methodology to create the right combination of hardware, software and virtual resources to deliver the optimum solution for your needs:



## Access

- Establish an understanding of your key operational objectives.
- Collect the information required for an informed design, including benchmarking of WAN links to test viability.



## Design

- Design and review the proposed cloud print infrastructure and service.
- Plan and agree the implementation schedule.



## Deploy

- Formalise deliverables and SLAs.
- Monitor performance data to maintain and refine service.

## Kyocera Cloud Printing Service

Activity	Client	Kyocera
Print device hardware provision		✓
Print device hardware support		✓
Automatic toner delivery		✓
Automatic print device fault resolution		✓
Printer usage reporting and billing		✓
Automatic print usage billing (with CPP)		✓
Print server provision and support		✓
Print management software provision		✓
Print management software support		✓
Service review meetings		✓
Print management software administration (including user admin)	✓	
DNS Server	✓	
Change management	✓	✓

# How it works.

## What happens when you hit print.

Kyocera Cloud Print works just like a traditional print server, except all of the resource-intensive operations take place offsite.



The user hits print.

The document is sent to our highly secure data centre via your own VPN.

We check the request against your relevant print policies.

The data is routed securely to the most appropriate device.

The user collects the document or prints later via secure release or card release.

### A robust, business-ready solution

With the hardware and software managed offsite by dedicated experts, cloud printing has the potential to be more reliable than the equivalent onsite deployment.

We deliver to guaranteed Service Level Agreements and all of our solutions are built, operated and managed to ISO standards 9001, 14001, 27001.

### A seamless user experience

We make sure your WAN has sufficient bandwidth to support cloud printing during the assessment stage (and recommend the best course of action if it's not) so there's no added latency in your print queue and no perceptible difference to the end user experience.

### Policy enforcement

If you'd like to specify controls on how your print resources are used, you can. In a MPS hosted in the cloud, every print request can be automatically checked against relevant rules at the server, then routed to the most appropriate device or held for secure release.

### Light-touch management

With a Managed Print Service hosted in the cloud, there's no management dashboard for your IT team to keep watch over, and no policy calls to make. We provide customised monthly or quarterly reports, supported by regular service review meetings, so you're always in control.

### Scalable on demand

One key advantage of cloud printing is it's virtual, so you can upscale your print capacity and reshape the fleet

configuration effortlessly as required. For example, if you find you need more bandwidth during peak loads, we'll simply ramp up your print server capacity.

This means you no longer need contingency storage for print traffic, so you can reduce server capacity, freeing up precious IT budget and rack space.

### Quick fault resolution

Should a device fault occur, we can diagnose the problem from our end and quickly despatch an engineer to rectify the problem. In some cases we may even be able to solve the issue remotely or over the phone. Plus, because your print server is now virtual, your network has automatic fail-over in the event of a hardware fault.

### Total cost transparency

The beauty of a Managed Print Service hosted in the cloud is you only pay for what you use. There's no major new capital expenditure, significant infrastructure overheads are eliminated, and ongoing charges are completely transparent for simplified cost allocation.

### In support of change

Cloud printing helps support the practical, reliable and secure introduction of new working practices to your organisation, such as user mobility, Bring Your Own Device policies, cloud scanning workflows and data storage platforms escalating business value with every new print.

Kyocera partners with Microsoft Azure who offer state of the art datacentres which are at the heart of our cloud services platform as a service (PaaS) for data visualisation, workflows and predictive analytics.

## Key benefits:

**Security:** customers can maintain peace of mind with access to 24/7 unified security management across hybrid cloud networks.

**Cost savings and flexible expenditure:** companies gain benefits of scaling in the cloud as they don't need to add physical infrastructure in order to scale and they can increase or decrease the level of service to mirror their exact requirements.

**Disaster recovery:** with cyber-security and risk management remaining at the forefront of IT and business, disaster recovery is key for cloud services.

**Compliance:** Microsoft holds more certifications than any other cloud provider, leading in the areas of security and privacy requirements including GDPR.

**Enhanced user experience:** greater business continuity and better integration of data and workflows.

# The cloud nine.

## Why a Kyocera managed print service hosted in the cloud?

1. Frees your IT team from the 'print trap'.
2. Easy way to create a controlled print environment.
3. Improves the resilience of your print network.
4. Aids business agility and helps facilitate change.
5. Enjoys the security of a private cloud.
6. Enhanced productivity and availability.
7. Fast MPS deployment with minimum disruption.
8. Is cost-efficient and simplifies budgeting.
9. Supports innovation such as mobile working.



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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