

Integrated Solutions for Optimal Flexibility and Cost Control.

Case Study



Design & Consultancy



Kyocera analysed the challenges with the current vendor and created a tailored solution for Arcadis. This included a fully customisable MFP user interface powered by KYOCERA Net Manager, Advanced OCR powered by ScannerVision and a remote maintenance-enabled fleet with firmware upgrades as part of KYOCERA Fleet Services.



Background

Arcadis is a leading global Design & Consultancy firm for natural and built assets. It advises clients on how to deliver exceptional and sustainable outcomes throughout the asset lifecycle by applying market sector insights and collective design, consultancy, engineering, project and management services.

Founded in 1868, the company is based in Amsterdam, and has 27,000 employees spread across 70 countries worldwide, generating 3.3 billion € in revenues. The scope of the current case study is the Middle East region, specifically the offices located in Qatar and Oman.

The Challenge

- **High printing costs** experienced with increasing print volumes and a lack of transparency due to the manual allocation of the client's print jobs.
- **Inefficiency** and delays to the agreed service level agreement as well as legacy devices with limited features and sub-optimal performance, undermining staff productivity.
- **Lack of security** with users sending jobs regardless of the machine condition, resulting in unattended documents at the device tray once the device is functioning again.
- **Lack of sustainability** as a result of empty toner cartridges and used consumable items thrown in the trash, as well as unrequired print jobs left at the machine.

The Solution

- **Reduced costs** due to the flexibility of a Solution as a Service (SaaS) business model, enabling Arcadis to pay less when printing more and the project billing feature to assure job allocation to predefined cost centres.
- **Improved productivity** thanks to an integrated solution with print, copy, scan, mobile print, banner printing and much more with a single touch of the panel and a device management system with "just-in-time" service and proactive support.
- **Enhanced security** with real time device monitoring, detailed reporting and audit logs, and job cancellation in case of machine issues - ensuring documents are only released upon authentication and when the devices are ready.
- **Minimised waste** due to long life parts and high yield consumables, as well as an environmentally friendly collection and disposal service, and the automatic deletion of interrupted print jobs.

The Results

Kyocera's solution was to streamline and right-size the fleet to include TASKalfa 8052ci & 6052ci fully equipped with Single Pass Document Feeders, Banner Printing and Booklet Finishers together with Stapling and Punching. The three year comprehensive contract also included KYOCERA Net Manager, KYOCERA Fleet Services and ScannerVision to deliver the following benefits to the Arcadis management, IT team and end users:

A Full fleet refresh and 30% print cost reduction

- **A scalable SaaS solution** for the Qatar Office easily adaptable to changing volume demands (up to 9 and down to minimum of 5 devices) and a pay-per-user model for the Oman Office with no initial investment or monthly rental charge.
- **99% device availability** with reduced IT expenses, service desk calls and downtime enabled by proactive cloud based service tools.
- **A single easy-to-use interface** on all devices with colour scanning and high print quality at a single touch, plus advanced Optical Character Recognition (OCR) & workflow management on all paper formats for optimal productivity.
- **A training and transition** program for end-users, the IT team and admin staff with detailed project planning and a change management process.
- **Enhanced security** with user authentication on the device assuring the confidentiality of all printed documents, the encryption of stored electronic information and 24/7 fleet monitoring.
- **A sustainable, strategic partnership** with KYOCERA Document Solutions Europe B.V. to support global contract expansion.



Customer Testimonial



"In 25 years of working with various printing service providers, I have never experienced the ease and efficiency I recently did with Kyocera. Undoubtedly, they are ahead of the game with their new products and software. A huge advantage is in the human touch when it comes to service, and the ability to turn things around quickly – even exceeding expectations. The Kyocera team are friendly and easy to talk to, and really worked together with us on this project. If our requests were out of their standard, Kyocera tried their best to include it within the scope. I cannot recommend them highly enough."

Ghassan Alnajjar, Middle East Business Enablement & IT Director

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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