



AMERICAN DOCUMENT & DESKTOP SOLUTIONS
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Kyocera Helps Support the Arts with a Secure and Efficient Document Process

THE SITUATION – A national service organization dedicated to supporting opera and the musical arts through education and awareness programs was challenged with severe workflow interruptions as well as misplaced and unsecured documents. The organization boasted an international membership of nearly 150 professional company members, 300 associate and business members, 2,000 individual members, and over 16,000 subscribers to its electronic news service, and was in dire need of more secure and efficient document processing.

THE CHALLENGE & THE SOLUTION – The client had been using two MFPs: a color A3 MFP and a small desktop MFP for faxing and convenience copying (from two separate competitors). The company was unhappy with the competitors' service and attention to detail, as well as the high cost of a fax line and toner cartridges. The client was also spending a considerable amount of time retrieving documents and files to resend due to being misplaced by recipients. Even worse, faxes often fell into the hands of unauthorized parties. The competition offered the newest model color MFP without any solutions to address the client's pain points. The Kyocera dealer, however, addressed the client's specific needs with a Kyocera TASKalfa 5551ci, equipped with document handling options such as a dual scan document processor and document finisher.

Kyocera's AccuSender® powered by Biscom was installed to eliminate the cost of a fax machine and the loss of important faxes. AccuSender allows the client to easily scan and send large documents quickly with no size limitation. By accessing an existing Biscom account from their Kyocera MFP, their documents are protected by an elevated level of security, such as SSL encrypted transfer of scanned documents to safeguard confidential information in transit. The documents can also be password protected in order to ensure receipt by the appropriate party. The dealer also installed DMConnect to connect to their client's existing document management system, enabling fast indexing and scanning of hardcopies, eliminating wasted time retrieving files.

THE RESULTS – The dealer solved real problems within the client's business through the use of Kyocera Business Applications. The dealer customized the design and deployment of the print/fax solution, while maintaining the conventional features the client had grown comfortable with.

THE BENEFITS – By eliminating the high cost of a fax machine, fax line and related toner, the client is able to stay within its fixed budget. In addition, document security has been ensured through AccuSender powered by Biscom, and locating documents has become a streamlined process due to DMConnect.
