



AMERICAN DOCUMENT & DESKTOP SOLUTIONS

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Kyocera Helps Casino Improve Existing Workflows and Fax Utilization

THE SITUATION – With all the excitement and hustle and bustle of a casino, it is key that its administration be as seamless as possible to ensure a smooth operation. Yet, this large Arizona casino was anything but efficient when it came to its faxing capabilities. The existing MFPs were creating countless workflow bottlenecks. There was a lack of recordkeeping and security due to internal fax boards from multiple manufacturers. Analog telephone lines were required and fax costs were increasing. Deficient centralized fleet management exacerbated the situation.

THE CHALLENGE & THE SOLUTION – A Kyocera dealer's Business Solution Consultant was brought in to discuss how Kyocera business applications could improve existing workflows and fax utilization. The customer wanted a single provider to centrally manage the fleet. They also required a fax server solution to lower fax services and management costs.

The Kyocera dealership team recommended a GoldFax Server for integration with the customer's Cisco VoIP telephone system. GoldFax — a high performance, enterprise class fax server software — enables the customer to send and receive faxes from desktop applications, email, Web browsers and the MFP. Included with the server is a GoldFax connector that lets the customer connect an unlimited number of HyPAS-enabled Kyocera MFPs over their existing IP network to their GoldFax server. The GoldFax Insight Archive Database was also recommended, as it allows the customer to maintain a searchable database of faxes sent and received. The dealer recommended DMConnect to mimic the client's existing workflow and to configure and control all licensed devices from one central server versus distributed management for five separate workstations. Essentially, DMConnect could provide all current client functions while also improving the process for the end user and simplifying management for IT. To address the challenges of scanning to the central office over unreliable VPN, the dealer also recommended that PinPoint Scan be used as a backup to enable scanning to local resources when the VPN was down.

THE RESULTS – The customer purchased approximately 120 Kyocera MFPs, in an effort to reduce costs and standardize faxing with one centralized server solution and one MFP vendor.

THE BENEFITS – While the competition may have offered to place more MFPs with fax boards in the casino, the Kyocera solution helped to streamline and simplify fax operations and eliminate analog fax boards and phone line maintenance. The addition of GoldFax helped the client easily manage all faxes, which in turn, helped reduce backlogs, workflow management and operating costs. The Kyocera dealer was able to provide an optimal hardware and workflow enterprise solution.
