



**AMERICAN DOCUMENT & DESKTOP SOLUTIONS**  
111 Canfield Avenue, Randolph, NJ 07869, United States  
Telephone: +1.9739709737 • Fax: +1.8622444187  
Email: [service@ads-nj.com](mailto:service@ads-nj.com) • Web: [www.ads-nj.com](http://www.ads-nj.com)

## A Growing Medical Practice Looks to Kyocera's Total Document Solution Approach

**THE SITUATION** – A medical practice was experiencing strong growth and making numerous acquisitions. Each newly acquired branch had its own unique fleet of office devices, causing integration and management challenges for both corporate IT and branch employees. Logistically, the client needed to standardize their office devices in order to streamline the management and deployment of the fleet. For this organization, a provider who could offer centralized management and a balanced deployment was critical.

**THE CHALLENGE & THE SOLUTION** – With rapid expansion, the client needed the ability to deploy a standardized fleet of office devices. This would ease the burden on its IT staff, as they would be able to centrally manage and deploy a common fleet of devices. Training and assisting users would also become a more streamlined process.

The client was previously using multiple competitor's MFPs and printers, across 19 locations, all with different print drivers from the various manufacturers. The client had an established relationship with a Kyocera dealer, and the dealer — in conjunction with a Kyocera Business Application Consultant — proposed a new, standardized fleet of Kyocera devices.

The dealer recommended installing a fleet of over **500 Kyocera MFP's and printers, KYOCERA NetAdmin, and KYOCERA's KX Driver. KYOCERA NetAdmin** is a device management and reporting software that enables network administrators to centrally control and monitor networked devices. KYOCERA NetAdmin also allows network administrators to easily generate device meter information for internal reporting purposes. KYOCERA's KX Driver, a "single interface" print driver, would also make it easy to manage the print driver fleet. The KX Driver offers the same basic look and feel to the user regardless of the Windows Operating System (OS) or the Kyocera device being used.

Because of the commonality of the devices and the KYOCERA KX Driver, the Kyocera dealer provided an excellent solution to address its client's needs. Together, KYOCERA NetAdmin and KYOCERA's KX Driver also allowed the client to more easily manage their fleet. The dealer also explained that the Kyocera devices, through the HyPAS (Hybrid Platform for Advanced Solutions) platform, are scalable solutions that could grow with the practice as its business needs changed. The HyPAS platform expands the MFP's core capabilities to touch-screen operations that would address future workflow needs.

**THE RESULTS** – The fleet of Kyocera devices was deployed, KYOCERA's KX Driver and KYOCERA NetAdmin were installed and configured by the IT staff. The IT staff then connected a 70-inch SmartTV to a server hosting KYOCERA NetAdmin, providing them with a real-time dashboard view of

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their entire fleet across 19 locations, and the ability to quickly troubleshoot common user issues, often before users even report the issue to the IT staff. The result was more streamlined and efficient device management.

**THE BENEFITS** – The client now has a standardized fleet of Kyocera devices, which using the KX Driver, creates a common user experience regardless of the location. If there are any device issues, they are routed through their HelpDesk using NetAdmin to view device information and diagnose issues.