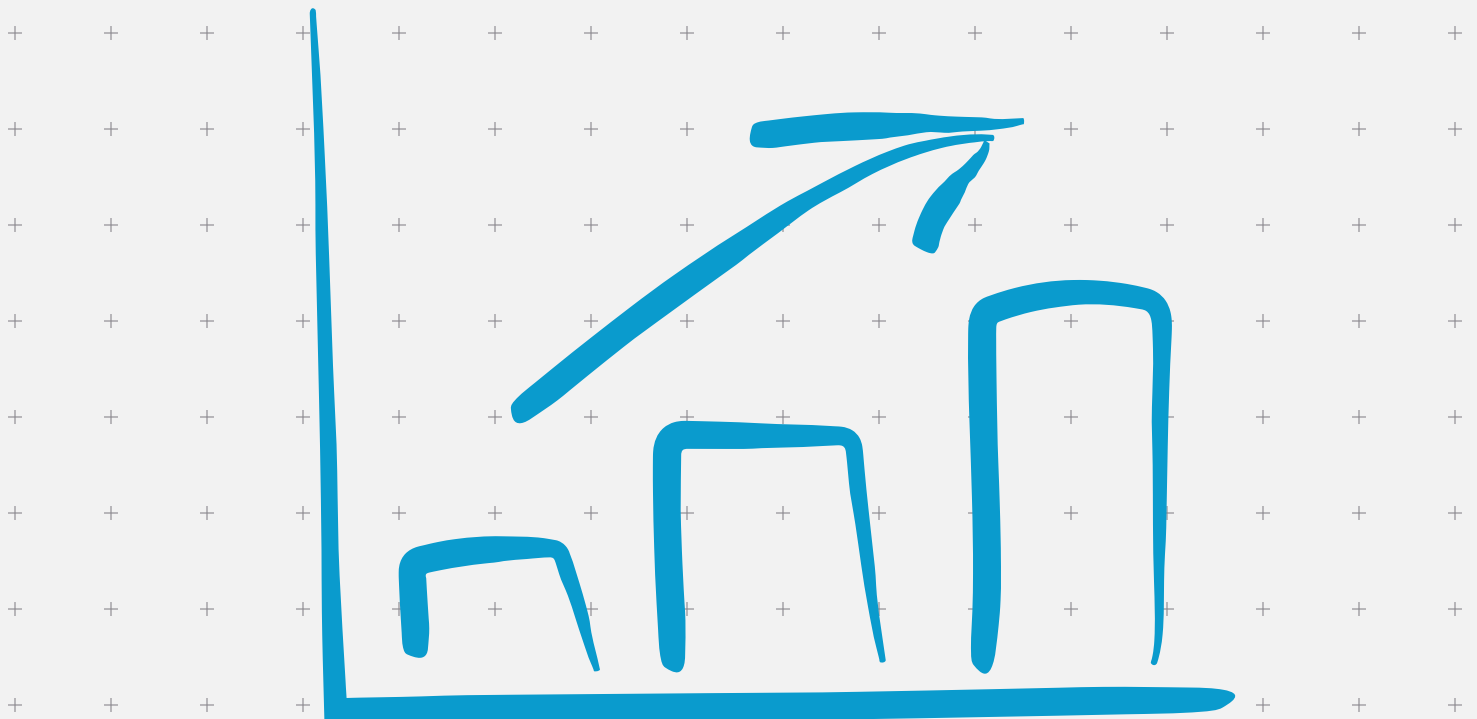


# Optimize Customer Support Processes to Increase Satisfaction

With KYOCERA Fleet Services it's possible to achieve a greater efficiency in customer support.





I.S. Corporación's main objective was to provide better customer service as well as transition to a more proactive maintenance model in order to improve product reliability and minimize machine downtime.



Through [KYOCERA Fleet Services](#), the company has implemented a solution to maximize the availability of printing equipment, significantly reducing the time invested in administration and site visits.

## The Background

Based in San José, Costa Rica, I.S. Corporación has specialized in providing advanced technology solutions in different areas for over 40 years. The company is a specialist in management and innovation, with over 70 professional partners and more than 2,000 satisfied clients. Over the years, it has managed to maintain and strengthen its connection with manufacturers and customers thanks to the great sense of commitment embodied by all of its staff.

## The Challenge

Prior to KYOCERA fleet services, site visits by technicians were numerous and involved high costs and led to equipment shortages. The challenge involved the reduction of site visits and achieving a greater availability of the printing equipment. This would result in an increase in the quality of service and customer satisfaction.

## The Solution

KYOCERA Fleet Services is the optimal solution for companies looking to streamline processes, reduce printer downtime and improve the overall user experience.

The remote administration of devices enables the support system to remotely configure the equipment, reducing the need of costly site visits.

KYOCERA Fleet Services improves device security by ensuring up to date device firmware which helps reduce vulnerabilities. Kyocera Fleet Services guarantees the optimum functioning and security of equipment through firmware updates and clients can be sure that their equipment will be updated outside of working hours.

Moreover, Fleet Services offer multi-brand compatibility, avoiding the need for additional infrastructure investment as the solution can be implemented into both Kyocera and multi-brand devices.

With increased visibility comes increased control, reduced device downtime and a better customer experience.

## The Results

By utilizing KYOCERA Fleet Services' vast remote tools and data capturing features, I.S. Corporación has been able to proactively and remotely close two service calls per day. KYOCERA Fleet Services also allows the company to collect monthly meter reads on 420 devices, thus eliminating the need for a physical visit from a technician.

The time saved from visiting client premises allows proactive maintenance which consequently improves product reliability and minimizes machine downtime. This extra time also enables I.S. Corporación to research new products and solution software, and improve application knowledge.

The meter collection visits avoided at over 50 different locations adds up to approximately \$2,730 per month. Furthermore, 45 remote Configuration and Troubleshooting Connection calls per month, which average \$65 per visit, has saved I.S. Corporación as much as \$2,925 per month. Combined, these streamlined services add up to a total yearly cost savings of approximately \$67,860.

## KYOCERA Fleet Services

**Device Security:** Thanks to KYOCERA Fleet Services, I.S. Corporación is able to update device firmware to prevent vulnerabilities and its audit logs enhance compliance.

**Convenience:** KYOCERA Fleet Services allows the company to easily deploy additional latest firmware, device functions and configure settings remotely.

**Customization:** User interface can be tailored per customer, thus providing a more personalized experience.

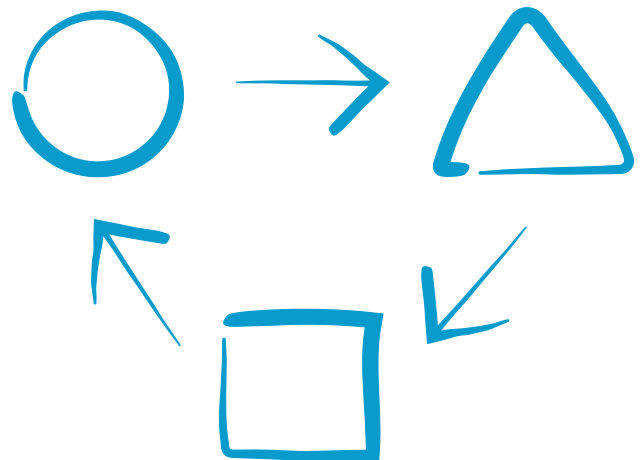
**Ease of Use:** KYOCERA Fleet Services can be paired with both existing Kyocera or third-party devices.



## Customer Testimonial

"KYOCERA Fleet Services has enabled us to make such substantial cost savings that we have decided to bring in a KYOCERA Fleet Services Specialist into our organization. This will help us to further maximize the efficiency of this powerful tool."

Rafael Coto, Service Supervisor



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 organizations put knowledge to work to drive change.

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