



FROM THE SOURCE

Network Solutions Group | Success Stories

Target: Law Firm

Sales Objective:

A California-based law firm, which specializes in real estate transactions and litigation, currently has over 370 clients, including developers, entrepreneurs and government agencies. In a rapidly growing, paper-intensive business, there were significant document workflow inefficiencies. Specifically, the scanning of hardcopy documents, such as contracts, architectural plans, surveys and maps, from Ricoh MFPs (and eCopy ScanStations), to the firm's Document Management System (DMS) was creating bottlenecks. Indeed, multiple steps were required to incorporate paper into their digital workflow, which was further complicated by the lack of easy document retrieval.

The objective was to replace the incumbent Ricoh products with fully-integrated, robust digital imaging solutions. This would allow for seamless indexing, storage and retrieval of client-related files, which number in the thousands. Indeed, the recommendation for change had to go beyond simply scanning files to a shared-network folder.

The Competition:

The incumbent, Ricoh, had centralized MFPs that were equipped with external, third-party eCopy ScanStations (from eCopy/Nuance).

Customer Requirements:

Not only was the customer looking to update their MFP fleet, improved workflow was critical. That meant establishing easy steps to direct a named, searchable PDF into a selected folder location – directly from the MFP touch screen. Searchable PDF was an important requirement, as this capability was not originally configured or offered with the eCopy ScanStation. They needed to be able to intuitively browse and search within hundreds of folders, and innumerable subfolders.

The Proposal:

The proposal focused on two key requirements, workflow improvement (through resource optimization) and cost efficiency. To address these needs, the proposal included...

- Removal of all Ricoh MFPs and eCopy ScanStations. This has the added benefit of freeing up valuable office space, as the external ScanStations, and attached terminal arms, are eliminated.
- Installation of Kyocera color MFPs and DMS Link, a Kyocera application solution that establishes an embedded interface between the HyPAS-enabled MFP and the customer's DMS. Customized to specific back-end document management requirements, users have a straightforward front end (touch-screen GUI) to intuitively navigate to a client folder, assign a file name and generate text-searchable PDF files.
- Reduction in total cost of ownership – No annual maintenance fees!
- Superior workflow – Optimized MFP performance will streamline document-processing tasks.

The Result:

With the Ricoh MFP/eCopy ScanStation implementation deemed too costly, the Kyocera proposal got the thumbs up; replacement of all legacy Ricoh MFPs with advanced Kyocera systems is underway, a roll-out that will include placements throughout the year. This impressive win can be attributed to taking a solutions-driven approach to the sale. By doing so, a highly-efficient, end-to-end digital workflow was created, fortifying Kyocera's position as a trusted resource for innovative technologies, those that boost productivity and significantly reduce the cost of doing business.

Quick Facts

Vertical: Legal

Environment: Microsoft Windows

Devices placed: Migrated client from Ricoh to Kyocera TASKalfa 400ci

HyPAS applications/solutions installed: DMS Link

Regulatory requirements/restrictions: None

Functionality requirements: Scanning workflow efficiency