



FROM THE SOURCE

Network Solutions Group | Success Stories

Target: Medical

Sales Objective:

The customer, an education and rehabilitation center that specializes in helping those with hearing loss, needed an affordable MFP security solution that would integrate with their existing access card infrastructure. In an environment where protecting individual privacy is a regulatory mandate, the recommended Kyocera solution had to not only control device accessibility but also track usage and activity across the enterprise.

The Competition:

The incumbent, Xerox, offered a costly third-party security solution

Customer Requirements:

To address information security, and related compliance concerns, the customer required that the new fleet of MFPs would need to be locked down. The requirement was that all print jobs, sent to any network device, be held in memory until released by a user, i.e., one that had been successfully authenticated against their existing Active Directory Server. To do so, the user must swipe a valid access card, via a card reader attached to the MFP, and enter a valid Authentication PIN. Only then would the stored file be released (printed).

Unlike the past, when hardcopy documents sat on the device exit tray for passersby to see, only authorized individuals have access to the device (and files held in memory). In addition to offering enterprise-level Secure Print Release functionality, the customer wanted to enhance accountability. That required a solution to mine device activity data, e.g., by users/departments and function (copy/print/scan/fax). The resulting internal audit report would enable them to track and chargeback output costs.

The Proposal:

Kyocera was able to meet this customer's requirements by offering two customized HyPAS (Hybrid Platform for Advanced Solutions) technologies - AccessLock and PaperTrail. AccessLock would give the customer control at the device level, with selective authentication capabilities that allow the system administrator to specify which users have permission to copy, print, scan and/or fax.

Permission to use one or more function is only granted to those who are first authenticated on their Active Directory Server. The PaperTrail solution works hand-in-hand with AccessLock by leveraging user access data to generate a detailed report of all MFP-related activity on the network. A server-based solution, PaperTrail's seamless integration and comprehensive reporting capabilities exceeded the customer's expectations.

Since the customer utilizes Active Directory, an added bonus was support for 2MyInBox, a HyPAS application that allows users to effortlessly send documents to an email account – in just three keystrokes. A huge time saver, 2MyInBox slashed 12 keystrokes off this common document-processing task by circumventing LDAP Address Book look-up.

The Result:

Sales success was achieved for two primary reasons:

- 1) Kyocera-developed hardware and complementary HyPAS application software offered better integration with the customer's environment.
- 2) Coming from just one source, Kyocera offered a greater overall cost savings over Xerox.

Quick Facts

Vertical: Education and Medical

Environment: Microsoft Windows

Devices placed: Migrated customer from Xerox to (16) Kyocera TASKalfa 300i, 420i and 530i MFPs

HyPAS applications/solutions installed: AccessLock, PaperTrail, 2MyInBox, RF IDEas card readers

Regulatory requirements/restrictions: Highly-secure MFPs; direct integration with Active Directory Server

Functionality requirements: Security, Authentication, Audit Trail