Kyocera Managed Services

KYOCERA

A new IT imperative.

Internal IT teams are under pressure to support a rising number of digital transformation programs. Projects, like moving workloads to the public cloud, done at scale, are becoming increasingly difficult to do in-house, especially with limited resources and a shortage of specialist skills. Instead, businesses are choosing to outsource to a managed service provider (MSP).

Outsourcing to a managed service provider (MSP) enables you to accelerate business transformation, whilst also reducing costs and improving the quality of service and support you can offer your teams, no matter where they are based.

With Microsoft solutions such as Teams, Microsoft 365, and Azure being so fundamental to supporting your new, more flexible and resilient working environment, you need a provider who is not only an expert in Microsoft but also in cloud to support your future journey.

How Kyocera can help your business.

Insight-led for better results

Kyocera take a unique business analyst-led approach to understanding the real IT challenges faced by your organisation and the impact these are having on your business goals, such as lost sales or downtime. For example, our analysts discovered that a customer's whole stock control, inventory, ordering, and invoicing was being managed in three cross-functional spreadsheets, paper documents, manual counting, and notebooks. We estimated that one full-time employee (FTE) was supporting the maintenance of the spreadsheets alone!

This approach, managed entirely by our in-house team of experts, helps you better understand how your business is using IT, how it's being supported, and where the potential issues lie. From this, we are then able to recommend the right managed support services, ensuring better alignment between IT and business goals.

Delivering exceptional user experiences with consistent service levels, response times, and service quality assurance, all in a secure and compliant manner.

Reduce risk with greater resilience and business continuity; through our monitoring services we improve visibility meaning issues are proactively spotted and resolved faster and reduce downtime with our managed disaster recovery services.

Increase efficiencies and reduce costs. Free up resource to invest in future transformation projects and improve bottom line. For example, outsourcing your IT department will reduce salary costs and remove the need for hardware expenses, software licences, cloud service subscriptions, and maintenance costs.

The business benefits of managed services

As your virtual IT support team, all your users will be supported 24x7, even at weekends and out-of-hours. Our experts supplement your IT operations to support wherever your business is going next, like moving to Microsoft Azure, as well as supplying the resource, skills, and expertise to manage aging technology to avoid disrupting business-as-usual services.

That means your in-house teams are free to focus on delivering the transformation that is needed to pursue the next big opportunity.

We manage and maintain your day-to-day IT, freeing you up to focus on the big stuff.

Kyocera help you grow and scale your business, providing the expertise and resource to manage the complexity of digital transformation and adopt innovation to get ahead of the game.

By becoming your IT department, Kyocera can manage everything for you or act as an extension to your existing team with 24x7 IT Infrastructure Library (ITIL) service desk, 24x7 network operation centre (NOC), remote monitoring, incident management, and on-site support.

Customer benefits:

- Plug talent gaps in internal teams

- Access the skills to take on new technology and support transformation projects such as Microsoft 365 migration, increasing competitive advantage and reducing the risk of shadow IT

- Support legacy platforms without having to invest in training in-house staff

- Ensure systems uptime, availability, and data security are well managed

- Reduce IT recruitment and training costs

We help you reduce risk, creating a more resilient and agile organisation capable of supporting your staff, no matter where they are working from.

71% of technology employers expect to face at least a moderate skills shortage in the coming year.[1]
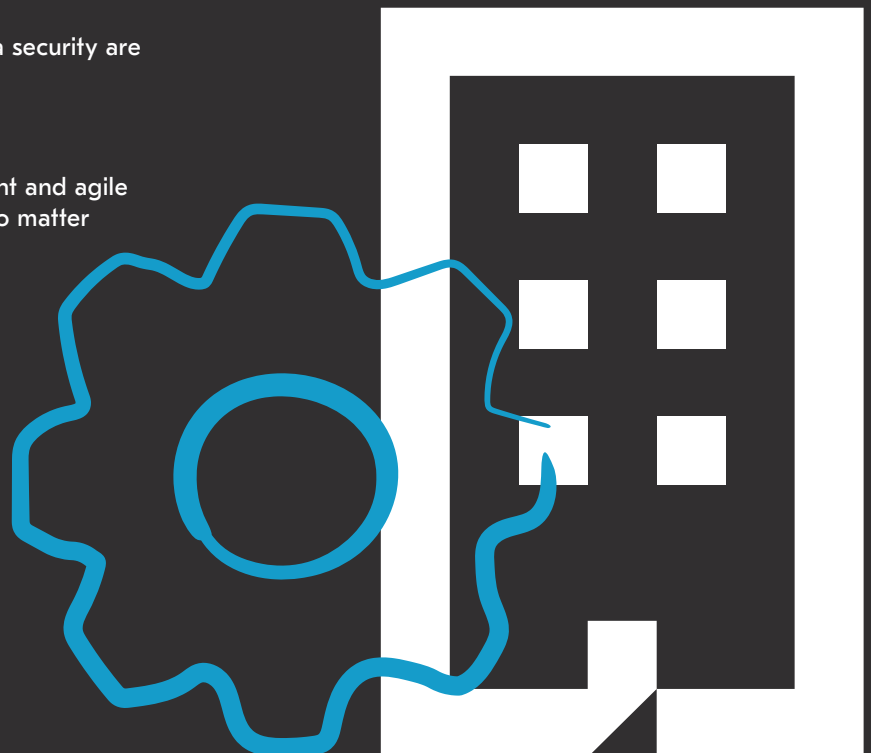
[1]Solving the UK skills shortage — technology report, Robert Walters, https://www. robertwalters.co.uk/solving-the-uk-skills-shortage/technology-research.html

Cloud-centric, business focused, Microsoft experts.
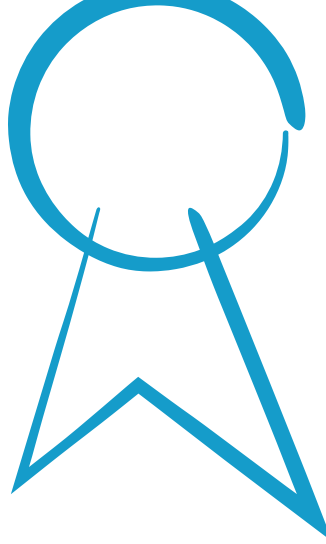
You need the confidence that your digital business systems are fully resilient, no matter what happens, with the agility to flex to meet changing demands.

Kyocera proactively monitor, maintain, and optimise the IT infrastructure services (cloud hosting, network equipment, server, and storage devices) consumed by your users. We can even monitor the performance for specific users on specific devices.

This means we are quickly alerted to any issues around performance, availability, and capacity so we can take the best course of action before your users are even aware, for example using predictive monitoring, self-healing, and automation.

We also manage disaster recovery and back-up for you, either as a second instance for additional resilience or as a fully managed service.

Customer benefits:

- Reduce risk and increase resilience
- Maintain productivity
- Reduce costs by removing need for in-house support teams
- Improve business continuity during lockdowns

Kyocera provide a fully managed IT Infrastructure Library (ITIL) service desk, available 24x7 with support ticket logging and management via phone, email and online. That means you get complete support coverage — even at weekends and out-of-hours, complementing your in-house teams or providing a cost-effective alternative to hiring expensive resource.

By running your service desk as a managed service, you can easily flex capacity up and down as you need it, for example, increasing the number of support engineers during a lockdown, or as you launch a new application, and then scaling it back down as staff return to the office.

As part of this service, we also manage end-user or device administration, fault resolution with remote/on-site support, device security, third party management, and service escalation.

Customer benefits:

- Deliver an enhanced UX
- Reduce costs; free up headcount to focus on more strategic projects
- Budget more effectively; flex up and down as you need it so as to be more cost efficient
- Increase productivity and reduce downtime
- Roll out new innovation faster with less risk

Kyocera Document Solutions has championed innovative technology since 1959. 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 organisations put knowledge to work to drive change.

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