

## KYOCERA Document Solutions

SIMPLE, VERY FAST, AND FLEXIBLE – THE HEAT CLIENT MANAGEMENT SOLUTION FROM HEAT Software IS NOW IN OPERATION AT KYOCERA DOCUMENT SOLUTIONS DEUTSCHLAND GMBH



### COMPANY

**Name:** KYOCERA Document Solutions  
Deutschland GmbH

**Location:** Meerbusch, Germany

**Industry:** Printing

**Annual sales:** approx. € 500 million

**Employees:** 500 in Germany; 15,066  
worldwide

**Website:** [www.kyoceradocumentsolutions.de](http://www.kyoceradocumentsolutions.de)

### SOLUTION

HEAT® Client Management

### THE CHALLENGE

- KYOCERA did not previously use client management software. Deploying operating systems, applications, and patches had become too time-consuming.
- A solution was needed to install software reliably, easily, and in less time to all of the company's clients.

### WHY HEAT Software?

- Excellent service from HEAT Software's partner OFF LIMITS IT Services GmbH
- The very attractive features HEAT Software offers fully automated standard installation
- Excellent value for money

### BUSINESS BENEFITS

- Advanced patch management
- Efficient packaging
- Simple driver deployment that works well
- Workflow automation
- Fast and efficient
- Rapid return on investment

“The features offered and the cost/benefit analysis layed a major role in our decision. We're very pleased that we have chosen HEAT Software. All of our requirements were fully met.”

Dustin John - Network & System Administrator



**Implementations Partner:** OFF LIMITS IT  
Services GmbH

**Website:** [www.offlimits-it.com/](http://www.offlimits-it.com/)

### BACKGROUND

KYOCERA Document Solutions Deutschland GmbH is one of the leading providers of document management solutions.

KYOCERA Document Solutions is the only manufacturer in the world to provide a unified system platform: all the company's laser printers and all-in-one copying systems are managed with unified drivers. They also use identical components. The patented KYOCERA ECOSYS technology provides an ecological and economic advantage thanks to its long-lasting components.

The KYOCERA name stands for economic and environmentally friendly printing and copying.

#### About KYOCERA Document Solutions:

- Wholly-owned subsidiary of the KYOCERA Corporation
- Headquarters: Osaka (Japan) together with the research and development center
- Main production location since 2002: Shilong (southern China)
- Global employees: 15,066 KYOCERA Document Solutions Deutschland GmbH, located in Meerbusch, Germany, is responsible for sales, marketing, and service of the products and services offered in the German market.

#### THE CHALLENGE

Before introducing the Heat Client management solution from HEAT Software, Kyocera had taken care of these types of IT tasks manually, which consumed a considerable amount of time and required a great amount of effort on the part of the IT staff to perform troubleshooting.

These are the disadvantages Kyocera sought to eliminate once and for all by rolling out a new client and server management system. Fully automatic standard installation was an important feature for KYOCERA. Furthermore, the software needed to be fast and easy to implement. A high degree of automation was desired as well as the fulfillment of complex software packaging requirements. KYOCERA needed to be able to deploy operating systems, applications, and patches reliably and easily to its clients.

KYOCERA has around 50 servers and 500 users that are supported by six administrators. The software environment includes Windows 2008 servers, Windows 7 enterprise clients, and Citrix TS. On the hardware end, Fujitsu RS400s and IBM Blade Centers are in use.

“We were able to achieve significant time savings. The standardization the solution provides makes our daily work much easier.”

Dustin John, Network & System Administrator  
KYOCERA Document Solutions Deutschland GmbH

#### THE SOLUTION

KYOCERA conducted a thorough evaluation before selecting HEAT Client Management. Competitors on KYOCERA's shortlist, in addition to HEAT Software, included Microsoft with its SCCM product and Matrix42.

#### RESULTS AND OUTLOOK

The improved troubleshooting capabilities also save KYOCERA a great deal of time. Before implementing the HEAT Software solution, it took KYOCERA from three to four hours to perform an installation. Now, with the new system, it only takes 30 minutes. This time savings played a major role in deciding to go with the HEAT Software solution, which completely fulfilled KYOCERA's expectations in this regard.

The project went smoothly and was completed quickly.

#### HEAT Software USA Inc.

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