

KDFM TESTIMONIAL...

**BCM chooses KDFM
by KATUN to manage
a strategic customer's
printing fleet**

For over twenty years, BCM has been a major distributor in Belgium, specializing in the sale, lease and maintenance of Ricoh-brand printers, photocopiers and multi-function devices. It generates approximately €4 million in revenue.

BCM, a loyal KATUN customer, strives to provide quality goods and services — customer satisfaction is its top priority. It can claim to offer some of the best after-sales services in Belgium.

Making KDFM the natural choice...

Mr Wilmart, BCM's Key Account Business Development Manager, explains: "I was impressed by KATUN's solution and immediately understood all the benefits that it offered." For volume reports, for example, he would create an Excel file for an important customer,

Tournai Hospital (2,500 employees and 24,500 admissions/year), and spend approximately ten days generating meter readings every month — a tedious, time consuming task.

Installing KDFM on this customer's site means that machine-specific meter readings can now be managed remotely and, more importantly, BCM has gained approximately 70 hours/month, which it can use to develop new opportunities.

"What's more," adds Mr Wilmart, "I'm working directly with the hospital's managers on toner resupply using alerts, which help us anticipate the needs of the different sites and prevent stockouts. Our stock is better managed and we've also been able to reduce the standby stock on the customer's site and so make substantial savings."



BCM premises in Belgium

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DEALER FLEET MANAGEMENT

The data obtained for the meter readings are then transferred to the billing software in xls format.

Although initially reluctant to install the KDFM collection agent, the hospital's IT and Procurement Managers were ultimately persuaded of the benefit and efficiency of KDFM's solution. Customers can check the logs transferred by KDFM at any time for greater control over billing.

Mr Naets, Procurement Manager with Tournai Hospital, BCM's customer: "We're very satisfied with KDFM's introduction three years ago. We were wary at first of intrusion on our server, but our fears were allayed by the clear and reassuring technical explanations provided by Katun's France/Benelux Technical Director, Christian Le Coz."

With Tournai Hospital's IT Department suitably reassured, BCM and its customer began to work together to optimize the KDFM resources.

"I can see at least four key arguments for using KDFM," stresses Mr Naets, who continues:

"– Considerable time savings for reading the meters of nearly 400 copiers on all four sites

– Effective internal control limiting misuse and defining good printing practice

– Excellent internal management of the permutation of machines onsite in line with requirements

– Reduction in standby stocks."

Concretely, Mr Wilmart at BCM sends the meter readings to Mr Naets in Excel format at the end of each month so that he can check the volumes/copies per department and report any misuse or deviation from month to month. Thanks to this monitoring, Tournai Hospital has reduced the number of printouts by approximately 30%! This represents a significant saving.

Automated monthly billing of copies satisfies both BCM and its customer.

"KDFM is the perfect tool. It's become essential for the billing per department and monitoring of printing practices," says Mr Naets.

Mr Wilmart and Mr Naets also stress the efficiency of the system, with a comprehensive update every six months and no issues reported to date. In addition, the hosted, easy to install solution means that updates and maintenance are the responsibility of the supplier, placing no extra burden on the IT team.

Solve the MPS Puzzle with KDFM!



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Mr Wilmart, BCM's Key Account Business Development Manager

The excellent proposal made by BCM's Mr Wilmart (pictured left) to Tournai Hospital meant that it has been retained as the sole supplier of the Ricoh fleet. KATUN is obviously delighted that KDFM has led to a successful partnership.

One of the strengths of the KDFM solution is the support and expertise provided by a team with significant experience of the solution and our professional environment — Katun has been a supplier to copier distributors around the world for over 35 years. In addition, the Support Department is capable, responsive and available by email or phone for any technical question.

About Katun Corporation

Headquartered in Minneapolis, Katun Corporation is one of the world's leading suppliers of OEM-compatible imaging supplies, photoreceptors, fuser rollers, parts and other products and services for the office equipment industry. With more than 35 years of industry expertise, the privately held Katun serves more than 14,000 customers in 138 countries. For more information, visit Katun online at www.katun.com.



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