

Company Profile



About us

Founded on the 17th of November 1997 and headquartered in Midrand, Kyocera Document Solutions South Africa is a country level subsidiary of Kyocera Document Solutions Inc, a global company offering a full suite of business applications and consultative services.

Built on a strong foundation of hardware sales and maintenance, Kyocera's extensive consulting services and self-developed business applications enables a total document solution approach that understands customers' business environments and solves document-related issues.

Kyocera has a longstanding history of building products and software solutions that aim to help businesses unlock their full potential. This is done through increased workflow efficiency, enhanced employee productivity, minimised environmental impact and significantly reduced operating costs.

A key differentiator for the Kyocera brand is the primary focus on overall value as opposed to only considering the initial acquisition price.

No matter what challenges the customer might face, Kyocera puts its knowledge to work by combining an award-winning range of device technology and business software to help clients capture, organise and share information securely, while exploring new ways to use data to drive innovation and competitive advantage within the business.

Empowerment

Kyocera Document Solutions South Africa is an empowered BEE company with a Level 2 BBBEE rating and is 35% black women owned.

The CSI policy highlights an on-going commitment to contributing to economic development, while improving the quality of life of its employees, their families and the local communities within which they operate.

Technology and innovation

Kyocera has been synonymous with innovation since its inception in Kyoto, Japan, in 1959. Starting out as a small ceramics company, its pioneering activities resulted in Kyocera being seen as one of the world's leading manufacturers of high-tech ceramics, electronic components, solar cells and office equipment. It has subsequently grown to become a globally recognised top 500 organisation.

Kyocera continues to build on its legacy of putting knowledge to work by expanding into new domains of commercial and industrial printing. The company has embraced robotics and IoT in its factories in a bid to push the limits of what is possible, revolutionise the future of print and assist with digital transformation.

As technology becomes more complex, so do the problems faced by businesses. Kyocera has experience across a range of industries and a deep understanding of the modern workplace, which it uses to embrace the fourth industrial evolution and develop customised solutions that simplify and automate business processes.

Kyocera Document Solutions South Africa continues to evolve and expand into new areas, while maintaining its mission to improve, optimise and develop solutions to future challenges across the SADC region.

Environmentally conscious

Offering faster, better and greener solutions in monochrome and colour printing; multifunction products; intelligent software solutions; and professional services, the foundation of Kyocera's unique product line up is environmentally friendly and uses economical technology.

Kyocera's ECOSYS technology is based on superior fine ceramics technology. This unique innovation of toner only cartridges, backed by long-life components, has resulted in the lower use of raw materials in manufacturing, less operating waste, vastly reduced whole-of-life downtime and ultimately a lower requirement for end of life recycling. All Kyocera printers make use of a patented amorphous silicon drum that has a lifespan of 30-40 times longer than that of competitors. The result is unrivalled cost-efficiency, durability, less downtime and a reduced impact on the environment.

The focus on environmental preservation and quality of life is also reflected in the groups' business practices, where shortly after the introduction of the ISO 14001 environmental certification, Kyocera sales companies, including Kyocera Document Solutions South Africa, demonstrated their environmental commitment by adhering to these standards.

More importantly, Kyocera has also received the ISO 9001 accreditation, the internationally recognised standard for quality management related to the manufacturing of high-tech equipment.

Professional services and software solutions

Tomorrow's businesses are looking for partners, not suppliers. Kyocera Document Solutions South Africa's customer-first approach is based on insight into a client's particular operational challenges.

The company's model uses a five-step ADIMO approach (Assess, Design, Implement, Manage and Optimise) to ensure cost efficient solutions tailored to a business's needs. The solution effects a 30% average output cost reduction, because the approach accurately detects the output costs of a business and locates where expenses can be reduced.

As the company looks to the future, it will continue to innovate in the areas of fleet and document management, content management, software solutions, digital transformation, cluster printing and enhanced security. While expanding its IT and cloud services, the company will provide "business intelligence" through additional predictive maintenance and proactive services.

Finance

Kyocera offers flexible finance options through KYOfinance, which caters for all hardware, services and consumables no matter what the budget.

Kyocera's customers are able to better manage their cash flow and budgets, reduce risks associated with investing large capital in office equipment and take advantage of attractive terms and conditions associated with leasing, purchasing or renting office automation devices.

Service

Kyocera offers extensive support and services through a broad network of geographically located, highly skilled and trained partners.






Kyocera's service engineers believe in proactive maintenance and the use of Kyocera original consumables, providing a professional, responsive and unified service platform that results in the highest level of customer satisfaction.

Kyocera pursues unrivalled innovation, professional service excellence and offers environmentally friendly document solutions that make a significant difference to businesses.

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