

Mkhonto & Ngwenya uses ECM to streamline their business processes

Mkhonto & Ngwenya uses technology to streamline the way information is managed, secured and shared. Established in Pretoria in 2012, Mkhonto & Ngwenya provides legal services and advice to individuals, groups and corporate clients. With its practice growing at a rapid speed, the company needed to invest in technology to streamline the way it manages, secures and shares information.

Challenge

Mkhonto & Ngwenya saw an opportunity to improve efficiencies and controls in its workflow by digitising the storage, management and retrieval of legal documents. They also wanted to reduce costs and optimise performance in the document management environment.

Solution

After evaluating Mkhonto & Ngwenya's requirements, KYOCERA Document Solutions South Africa proposed a full managed document services (MDS) solution and the implementation of enterprise content management (ECM) software:

- KYOCERA introduced new printing and scanning hardware to Mkhonto & Ngwenya's Pretoria and Nelspruit offices. The KYOCERA multifunction devices offer rapid warm-up and print times and large memory capacity, as well quick, reliable scanning of documents.
- The ECM software provides Mkhonto & Ngwenya with powerful features for document capture, workflow, records management and security. KYOCERA implemented the software and trained end-users on how to use it.

Business Benefits

Significant reduction in printing expenses under a managed services contract that gives Mkhonto & Ngwenya an affordable and transparent cost per printed page.

Increased productivity through optimised workflows and reduced downtimes.

KYOCERA MDS offers additional security through authorised access to devices and networks, as well as through features such as the secure printing function.

The ECM solution makes it quicker and easier for Mkhonto & Ngwenya's team to locate and retrieve records.

The ECM software's user-friendly interface makes it simple to update documents, add document annotations, redact confidential information and change document metadata.

Several people can work on the same case file, no matter where they are.

It is now easier to securely share information with clients or other parties involved in a case.

Digitisation reduces the risk of client records going missing or being destroyed in an incident, such as a fire.



Customer statement

“We’ve experienced great service from KYOCERA. The team is always there to help us with any issues that arise. The company has been proactive in helping us to reduce our total cost of ownership, as well as to improve our business processes and transform the way in which we operate.”

**Mosses Paalwini, Office Manager
At Mkhonto & Ngwenya**

About Kyocera Document Solutions South Africa

Headquartered in Midrand, Kyocera Document Solutions South Africa is a country level subsidiary of Kyocera Document Solutions Inc. and is responsible for the sales and marketing of Kyocera printers and document solutions throughout southern Africa.

Kyocera Document Solutions South Africa is renowned for its tailor-made document solutions that provide a perfect blend of premium products, software solutions and professional services that increase an organisation’s workflow efficiency, enhance employee productivity, minimise environmental impact and significantly reduce operating costs.

The company offers world-class monochrome and colour printers, multifunctional products, parts and supplies, as well as software solutions.

A key differentiator for the Kyocera brand is the primary focus on overall value as opposed to only considering the initial acquisition price. Its solutions portfolio and Managed Document Services division help customers to reduce costs and environmental impact, at the same time as improving the efficiency and reliability of common business processes.

Kyocera Document Solutions Inc. is a wholly owned subsidiary of Kyocera Corporation, which is a leading manufacturer of high-tech ceramics, electronic components, solar cells and electronic office equipment.

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