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Win Editor's
Choice Award



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Service minimises downtime and technician visits

UTAX Fleet Services (UFS) is a powerful, web-based service designed to perform remote maintenance on customers' fleets, receive direct device notifications and quickly identify issues that need attention. UFS will also ensure that UTAX partners have the ability to perform key maintenance tasks and remotely troubleshoot issues on UTAX devices as well as perform firmware upgrades and setting adjustments.

Managing Director Shaun Wilkinson said: "Compared to regular fleet management solutions, UFS goes far beyond the normal device monitoring and is the best fit for UTAX devices with the technology embedded in all



devices as they leave the factory."

During a pilot scheme of the remote solution which optimises dealers' service processes and present savings on service costs while providing proactive support for end-users, UTAX resolved 30% of user issues over the phone, minimising both downtime and technician visits.

www.utaxuk.co.uk

Canon Celebrates third anniversary of the UN SDG

Canon Europe marked the third anniversary of the United Nation's Sustainable Development Goals by celebrating Global Day to #Act4SDGs on September 25 with a special event in Nigeria in collaboration with Slum Art, a charity organisation with a mission to mentor and build creative talents in young people from Lagos.

During the event and over a course of two weeks, photography training was given to participants aged between 15-19 from three neighbourhoods in Lagos with the aim to give these young individuals the skills to be able to talk about the SDGs that are most important to them and the solutions they want to see through the art of visual storytelling.

The event formed part of Canon's Young People Programme and was hosted by fully certified trainers from Canon's Miraisha programme. www.canon-europe.com

Production print specialists pick Riso

Two leading names in the UK production print world have added to their fleet of RISO cut-sheet inkjet printers. Adare SEC, the Yorkshire-based provider of secure and essential communication solutions has taken delivery of three ComColor GD 9630s, the very latest

in the evolution of the ComColor series.

Similarly, Cornwall-based Paragon (Redruth), formerly Imprimus, a supplier of outsourced communications print solutions, has also added three ComColor GD 9630s to its fleet.

www.riso.co.uk

TA Triumph-Adler open to local businesses

TA Triumph-Adler opened its Wiltshire-based showroom to the public on October 25 to present ways of cutting print costs and to showcase a revamped range of multifunctional office devices and business print solutions.



Sean Howarth

The renewed portfolio boasts increased functionalities in the form of swift and intelligent scanning, Wi-Fi and additional connectivity options for digital working methods, as well as certification according to ISO 15408 EAL2 for enhanced security.

Head of Sales Sean Howarth, said: "More and more companies are looking for smarter print solutions that introduce efficiencies and cost savings, yet without being shown, few companies realise the full potential and capabilities of their print devices. Our open day will not only allow for product demonstrations but will also provide companies of all sizes with insight into how they can utilise the latest print technology to save money, automate document processes, ensure document and data security and even cut colour print costs."

www.triumph-adler.co.uk

Kyocera achieves ISO 14001:2015 certification

Kyocera Document Solutions Europe has earned the ISO 14001:2015 certificate.

The new certification demonstrates the organisation's strong credentials in ensuring that environmental sustainability is central to its strategy, and is guided by the philosophy of its founder, Dr. Kazuo Inamori. www.kyoceradocumentsolutions.eu

Xerox ranks top for MPS

Xerox has again solidified its place at the top of the managed print services market, taking the leadership position in Quocirca's worldwide market landscape report for the ninth consecutive time.

"Xerox's consistency of leadership in this space has once again landed them on top," said Louella Fernandes, Associate Director, Quocirca. "Xerox's track record in multi-vendor support, global delivery, comprehensive analytics and reporting paired with the now proven strength of ConnectKey technology, solidifies the company's continued strength in the MPS market."

The company also achieved a perfect 5.0 ranking in each of the environmental, social and governance categories and a 96 out of 100 for the overall environmental, social and governance (ESG) rating by the FTSE4Good Index Series, which measures the performance of companies demonstrating strong environmental, social and governance practices. www.xerox.com



Organisational changes at Kyocera

Kyocera has announced a new organisational structure and reaffirmed its commitment to the channel. Following the recent successful integration of Annotada and MCL into Kyocera (UK), the company has announced the appointment of a new executive leadership team, led by Hironao Katsukura as President & GM and Rod Barthel as CEO.

Reflecting extensive experience of both the direct and indirect channels, this team will look to ensure the organisation is best placed to capitalise on the opportunities presented by today's evolving workplace, and to do this in collaboration with its channel partners.

www.kyoceradocumentsolutions.co.uk

Certificate



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