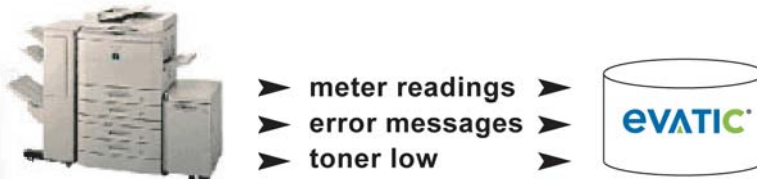


Time and cost savings using Evatic and KYOcount



The powerful Evatic solution together with the KYOcount software, offers the possibility to automate the handling of the meter reading process, and the planning and execution of service tasks. The KYOcount software, developed by Kyocera Mita searches continuously for meter reading levels and for possible error messages from the customers' copy systems. The data retrieved is then sent via e-mail to Evatic, Software Data's Service Management System. Based upon information received from KYOcount, Evatic will automatically generate new account settlement invoices and the required service tasks. Using KYOcount, error messages and meter reading levels are retrieved from Kyocera Mita machines and automatically transferred to Evatic. This functionality offers an enormous potential for rationalising and makes it possible to give the customer a uniquely high level of service.

The main highlights with immense cost saving potential

- ▶ Automatic retrieval of all meter reading levels via KYOcount and the automatic transferral of this information into Evatic
- ▶ Automatic creation of meter reading invoices within Evatic based upon the retrieved meter reading levels
- ▶ Invoicing of agreements is simplified considerably, with guaranteed error free information
- ▶ Detailed reports regarding the machines' meter reader progression – including fleet agreements
- ▶ Automatic creation of service tasks with guaranteed error free information
- ▶ Detailed and correct descriptions of errors using the machines own error codes
- ▶ Possibility to give the customer extremely short response times, as error messages are generated instantaneously
- ▶ Possibility to automate the delivery of toner to the customer

1. Receipt of meter reading levels, invoicing of service agreements

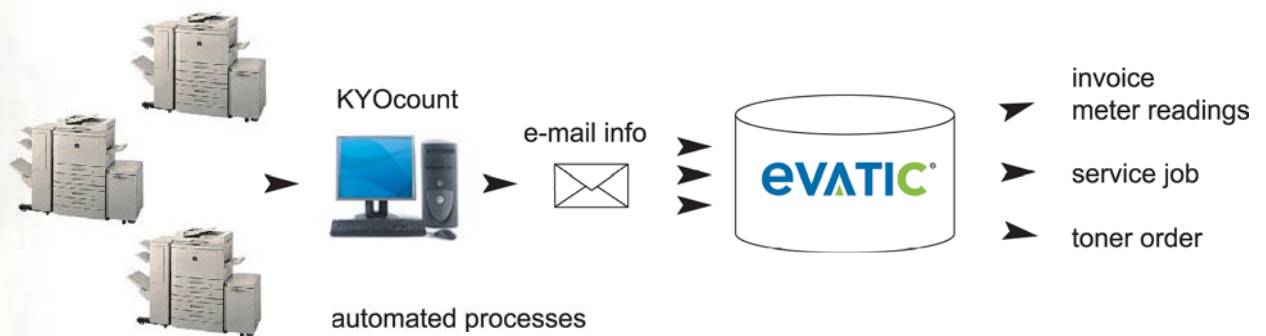
KYOcount collects the meter readings from Kyocera Mita's machines and sends the information via e-mail to Evatic. The frequency of which (per month, per quarter etc.) can be configured in KYOcount. Evatic receives the meter readings automatically, and will immediately invoice service agreements connected to these machines, if indeed it is the correct time to send the invoices.

2. Receipt of error messages

From the new, digital machines from Kyocera Mita, KYOcount continuously collects information regarding error messages. When an erroneous situation arises in the machine, a detailed description of the error condition is sent instantaneously via e-mail to Evatic. The requirements for which errors should generate automatic messages are configured in KYOcount. An error message will cause Evatic to automatically create a service task in the system's project module. This happens wholly automatically, but in principle it is done in the same manner as a user would manually set up a new service task in Evatic. The current meter reading levels are always included within an e-mail error message.

3. Receipt of "Toner low" message

KYOcount can also send the message "Toner low". This message will instigate an order for new toner which Evatic will generate, and the order will then be sent to the customer. There is then no need for the customer to create a manual order, this will create a dramatic reduction in manual order processing for the office servicing the customer. This creates a no-loose situation for both customer and supplier. The customer knows that toner will always be available. The supplier knows that only original toner is ordered.



Economic gains:

- ▶ Meter reading letters are no longer required to be sent out to customers
- ▶ Time is saved by automatically receiving the meter readings
- ▶ Time is saved by automatically generating meter reading invoices
- ▶ Time is saved when service tasks are automatically created upon receipt of error messages
- ▶ Service technicians save time by always having the correct error symptoms available
- ▶ Error messages will be received before the customer knows there is an error situation
- ▶ 24 hour service (messages are received continuously, day or night)
- ▶ Manual toner ordering is no longer necessary from the customer
- ▶ Competitive advantage for the sales people for the sale of new machines
- ▶ Higher quality of agreement invoicing via the automatic receipt of data
- ▶ Considerably large potential for cost reduction