

# MY KDFM EXPERIENCE...

**ICS**, located since 2002 in Boulogne-Billancourt, Paris area, FR, is specialized in the distribution, rental and maintenance of MFP B/W & Colour, printers and fax machines. Long-time partner of Ricoh, ICS manages about 1,000 devices (from key accounts to very small businesses) and quite naturally, has asked Katun, loyal partner for 12 years, to complete their remote device management tools and fix an issue of device recognition with the OEM software.

After the KDFM audit key from Katun tested successfully and the technical support provided, Franck Froudière, the CEO from of ICS, has decided to install, with full confidence, the remote device management software from Katun at a sensitive customer site who required a thorough MIF monitoring.

"Katun was a natural choice" explains Franck Froudière. "Beyond the fast and easy set up at our customer site and the smart alerts and meter readings reliability, it is the good relationship and the availability of Katun sales and technical support that drove us to select this program."

"Unlike the OEM software, the KDFM program enables to see quickly the whole machines in field information, all combined brands, in order to detect the sales opportunities", he adds, "Furthermore, with this software, we are going to streamline our inventory by collecting the toner cartridges, delivered formerly, that stay on customers' shelves."

"Our customer is also satisfied with KDFM solution", comments Franck Froudière, "as he does not bother with checking his printer's toner levels. With KDFM smart alerts, our customer is delivered to just-in-time (to avoid the toner waste remaining in the cartridges on one side and the printer downtime on the other side)."

About **ICS**, <http://ics-net.fr/>

About KATUN, [www.katun.com](http://www.katun.com)

If you also would like to optimize your printer fleet management, with a software managing the toner levels and the maintenance alerts, or even set up an automatic toner fulfillment process directly to your customers without bothering about the shipping, then [contact your Katun sales representative](#) or visit [our Katun website](#).

For more than 38 years, you can depend on Katun expertise and knowledge of the OEC environment, to receive the quality, the choice, and the service you deserve.



Franck Froudière, Président  
de Impressions, Conseils &  
Solutions (ICS)