

# KDFM Premier:

## The Unique All-Inclusive MPS Program!

### A SOLUTION FOR EVERY NEED!

"One of my customers, a law office, wants to secure its printing jobs and reduce waste"

"My customers keep asking me for solutions to save money and lower their environmental footprint"

"I want to reduce the extra stock of cartridges left at customer site"

"I need to identify the excessive printing jobs to keep control of my cost per page"

"My top customer is a public accounting firm who wants to charge its printing costs by account"

### KDFM Premier

Is an all-inclusive package that answers both dealer and end-user printing management requirements. It is a suite of managed print services solutions that helps you manage and save on printing costs, while adding value to your customer proposals and ensuring customer loyalty.

#### ► Device Management

#### ► Analysis & Print Governance

#### ► Cost Control & Accounting

#### ► Print Security



### A Unique Solution for Both Device and Print User Management

Total printing costs (including supplies, maintenance and support) in an organization can represent up to 3% of its revenue and most of the time, they are hidden or underestimated. However, customers are looking for solutions to reduce these costs, whatever the solution is: harmonize the fleet, switch to MFPs, change printing behaviors, recharge costs on users, etc...

KDFM Premier is an easy-to-use and flexible solution that allows both the office equipment dealer and its customers to optimize efficiency and control their own costs.



## YOUR BENEFITS

- Accurate and reliable meter reading solution
- Cloud-based system, with security permission
- Powerful alert filtering
- Projection of the toner depletion date
- Graphical and textual reports available
- TCO Calculation
- ERP interface with data export ability
- Recurring alerts eliminated
- Fast performance
- Full training and support in local language

# Remote Device Management

## How It Works:

KDFM Premier is a powerful and user friendly tool designed to remotely collect meter reads, facilitate supplies replenishment and report service cost information for managed printers, copiers and MFP fleets.

### Automate Your Supplies and Service Management

Set up advanced smart alerts that predict the number of days to toner depletion and reduce downtime, automatically collect meter readings and cost information to be potentially exported into accounting systems.

### Increase Productivity

With appropriate toner level alerts, you can deliver replacement cartridges just in time and drastically reduce your inventory levels and stock at the customer's site.

With the TCO tracking and the service alert history, you can easily see and define the managed devices that need to be replaced. You're able to identify the costly devices and take appropriate actions.

Increase your sales opportunities by offering supplies for the "toner out" printers and create attractive cost-per-page sales proposals to replace your competitor's devices.

### Ensure Customer Satisfaction

Your customers receive their supplies just in time, before they need to call you to re-order. You reduce device downtime and ensure their devices run smoothly.

The KDFM portal can be fully branded with your company's name, corporate colours & logo and product name to make KDFM your customized MPS software.

KDFM is also fully compatible with our Automatic Toner Fulfillment (ATF) program that saves you time, freight, and toner waste by providing supplies directly to the end-user, after your approval on the suggested automated order. Katun can assist you in each step of this complete suite of solutions with full and customized training via webinar, backed with full support and a hotline managed by an expert MPS team.

## KDFM:

### Make your Business Life more Productive and Profitable!

Optimize your Costs & Ensure Customer Satisfaction



**KATUN**  
DEALER FLEET MANAGEMENT

[www.katun.com/eu](http://www.katun.com/eu)



## YOUR BENEFITS

- Value added to your MPS proposal
- Ensure client satisfaction & loyalty
- New hardware sales opportunities
- Predictable additional revenue
- Solid assessment tool for both networked and local devices

## YOUR CUSTOMERS' GAINS

- Save on printing output costs
- Enhance document security
- Reduce wasted pages
- Lower environmental footprint
- Free up IT resources
- Gain control of printing environment
- Give mobile workers easy printing access

# Infinite User Management

## Print User Management & Secure Printing

IUM is a client-based architecture and the first step in capturing 100% of all printing information. Installed on the workstation, where the print job originates, IUM automatically captures all print job information, including all activity performed by locally-connected printers. Being client-based, IUM eliminates concerns with the cost, reliability, maintenance, or intrusion of a print server-dependent application.

Infinite User Management is part of the KDFM program but managed differently from the end-user organizations to identify their hidden printing costs, spot equipment abuses and lower environmental impact – optimize the use of the fleet!

### Detailed User Print Analysis

100% of the local, networked and direct-to IP devices are tracked automatically by providing about 35 different data per printed job : Who is printing? What? Where? When?

### Powerful Print Governance

Holding users accountable for every document that they produce and create eco-conscious users by informing them of their job costs by encouraging to select a lower-cost device, use duplex-mode or limit colour usage.

### Cost Control & Accounting

Every print job is tracked and can be billed by prompting a client/project number or PIN code. Declining balance can also be set up based on total pages, colour usage.

Optional tracking for copying, scanning and faxing jobs with Embedded program directly installed on the MFP (see below).

### Print Security & Print Roaming

Increase document security and release jobs only in front of the device by either using the Embedded program installed on the MFP or a specific app from any web enabled device.

Eliminate documents left at printer to reduce security risk, useless expense and environmental impact. Print documents whenever and wherever you need in a secured workflow without any additional driver installation.

### Embedded

Embedded Is an additional program included into IUM directly installed on supported MFDs to manage copies, scans, faxes and prints from individual workstations and release printing jobs using a PIN code or an app.

Help recover document costs and increase printing security and productivity directly from the panel of the enabled multifunction devices. (Sharp OSA, Konica-Minolta OpenAPI, HP OXP, Xerox XLet, Ricoh Android platforms. More OEMs coming soon.)

Visit [www.katun.com/eu](http://www.katun.com/eu) for more details on I.U.M.  
and ask your Katun sales representative for a Free Trial.

# KDFM

## Technical Information

### Security

- Keeping customer data absolutely secure and inviolate is key to our Dealer Fleet Management programs. KDFM is committed to protecting and safeguarding your personal data. As part of this commitment, we're updating our privacy policy to meet the high standards of the new European data protection law, known as the General Data Protection Regulation (GDPR).
- The personal data collected by Katun for the creation of the first user in the KDFM portal are provided by the customer in the program registration form. The creation of this first user by Katun implies the consent of the user to use his personal data to carry out the services provided and to keep the customers updated with general information about the use of this program.
- No information relative to the content of the print jobs from the printing systems managed under KDFM are collected.
- Customers are responsible for the creation, maintenance and deletion of the other personal data including data from their own customers into the KDFM portal.
- Katun and its on-line KDFM services will use appropriate technical and organizational information security measures to try to prevent unauthorized access to your personal data.
- Katun commits to notify the customer within 72 hours of any relevant data security breach.
- For more information, customer will refer to Katun privacy policy available on [www.katun.com](http://www.katun.com). Katun Data Protection Officer, Laurie Young, is available by email [laurie.young@katun.com](mailto:laurie.young@katun.com), if you have any question regarding privacy
- Once collected, the data can never be changed or edited by anyone. We will never share your customers' information with any entity for any reason without your express permission. You hold the key to who can access the data and what data they can access.
- Our software and user interface is secured using RSA 1024 bit encryption, which is the same level of security as your online banking.

### Web Interface

- All external access is via secure login (username and password) and only through the secure web application at: <https://dfm.katun.com>.
- Access to the secure web application uses 256 bit SSL encryptions.
- KDFM logins can be restricted to either a set of customers for a single dealer (a "dealer level" account) or a single customer (a "customer level" account). Advanced privileges can also be assigned to users.

### Scanning

- SNMP scanning is done within the internal network only, via the standard SNMP port (UDP port 161).
- The Information Collecting Engine (ICE) uses unicast transmission to communicate to each IP address in the configured scan range. No broadcast packets are sent.
- A community string can be specified in the CA configuration if required.

### ICE Data Collection

No personal or user data is collected with the ICE. Only the following information is gathered and transmitted to KDFM's secure server :

- |               |                 |                |  |
|---------------|-----------------|----------------|--|
| ➤ Location    | ➤ Serial number | ➤ IP address   | ➤ Printer name, brand and model                  |
| ➤ MAC address | ➤ Page counts   | ➤ Toner levels | ➤ Status / Alerts (e.g. out of paper, paper jam) |

The ICE creates the scan file in XML format and then encrypts it and sends it to our secure server as zipped file.

### Data Transmission

- The Information Collection Engine uses SNMP (Simple Network Management Protocol) for the majority of its scanning. It uses SNMPv2 wherever possible to cut down on network "chatter", but will fallback to SNMPv1 for devices that do not support SNMPv2. The Information Collection Engine also uses ICMP (ping) packets to aid in device discovery.
- The ICE software can also be configured to use SNMPv3 for secure communication with print devices. SNMP version 3 provides a number of security enhancements over previous versions of SNMP that give an increased level of protection against possible attacks or intrusions.
- The ICE connects to the programs server via an outbound connection only. There is no reverse connection made from our programs server to the CA.
- HTTPS is the default send method in the CA configuration window. This ensures that the data is encrypted during transmission using standard internet security protocols (256 bit SSL on TCP port 443). If HTTPS is not available, the CA will use HTTP as the send method.
- HTTPS (256 bit SSL) is the same security as is used in Internet banking or purchasing goods online from leading merchants.
- The server sends a simple acknowledgement that the data was received, but no other data is sent back to the CA in response to the transmission. This response is also encrypted in the same manner as the transmission itself.

## Data Storage

- Our programs server is located in a physically secure environment.
- Our programs server is located behind a dedicated hardware firewall that blocks all external access except that which is required for Katun Dealer Fleet Management to function.
- The server is kept up to date with the latest operating system patches, security patches, and anti-virus updates.
- Server administration logins are restricted to a very limited number of authorized personnel who require access only for routine maintenance and backup purposes.
- KDFM is the only application running on this server and therefore there is no security threat posed by other programs.

## Data Hosted

Your data will be hosted in a 24/7 secure facility which includes:

- **Sufficient Bandwidth Capacity**

Excess Internet capacity so you never have to worry about your bandwidth.

- **Redundant Power Supply**

Power systems in our datacenter are designed to run uninterrupted even in the unlikely event of a total power outage. In the event of an extended power outage, diesel generators can run indefinitely.

- **HVAC**

Air is circulated and filtered every 45 seconds to remove dust and contaminants. Liebert environment control systems ensure the data centre is kept at a constant temperature.

- **Fire Suppression System**

- **24/7 Video Monitoring for Security**

- **Man Trap Security Doors**

### REMOTE DEVICE MANAGEMENT

#### Information Collection Engine process overview

