

KYOCERA Document Solutions Inc. – Creates a unified global CRM platform with a security-rich IBM Cloud Managed Services solution

32 global sales offices

integrated with the new infrastructure, boosting productivity and sales

Integrates complex contracts

from locations worldwide to improve competitiveness globally

Supports IT governance

with unified IT operations across the organization



Document Solutions

Solution components

Services

- IBM® Cloud Managed Services™
- IBM Global Technology Services® – Strategic Outsourcing



Business challenge: To promote further expansion and strengthen its business in the United States, Europe and Asia, KYOCERA Document Solutions Inc. needed to expand the use of its FOCUS CRM system. The company required a global hosting platform with the flexibility and security to support governance worldwide.

Solution: KYOCERA runs its CRM platform on a security-rich IBM® Cloud Managed Services™ infrastructure supported by an IBM Global Technology Services® – Strategic Outsourcing team. The solution integrates the company's data center in Japan with IBM cloud data centers in the United States and Germany, offering CRM capabilities globally.

“We have made the right decision in choosing IBM Cloud Managed Services to provide higher quality services to our customers all over the world.”

—Ryuzo Morita, director, KYOCERA Document Solutions Inc.