

KYOCERA appoints Senior Service Manager to oversee European ITIL roll-out

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KYOCERA Document Solutions has appointed Norbert Wolter, Senior General Manager Service of KYOCERA Document Solutions Europe, to head a pan-European project to implement the ITIL (IT Infrastructure Library) Service Management System across its European teams. The new project aims to achieve ISO20000 certification in 2013 by further improving KYOCERA's service standards.

KYOCERA UK has pioneered the introduction of ITIL framework alignment to provide a structured and measurable approach to customer services which align with its MDS customer requirements. ITIL is particularly close to the hearts of KYOCERA's MDS business in the UK, which initiated an ITIL training and alignment programme in early 2011.

Doug Muir, Customer Services Director, KYOCERA Document Solutions UK Limited said: "In the UK we have now trained over 30% of the entire company in ITIL practices and 50% of our Customer Services Division. We've also completely restructured our Customer Services Division to ensure we are fully aligned with ITIL. With Norbert guiding this project we can be sure that all of our Customer Service operations will continue to provide excellent service locally and ensure that our global customers can trust that the same service levels and operations will be consistently managed throughout their country operations."

"Everyone is the same when it comes to one thing – the expectation of first-class service from KYOCERA. That's what I'll continue to work towards in my new assignment. I'm looking forward to the challenges ahead," added Wolter.

The ITIL Service Management Framework is an internationally standardised approach which defines all required processes and responsibilities connected to providing a professional and consistent approach to Managed Document Services which rely on a mixture of hardware, software and services. KYOCERA Document Solutions Headquarters in Japan are planning to introduce the European ITIL approach worldwide.

For more details visit: www.kyoceradocumentsolutions.co.uk
T: 0118 931 1500
E: ukpr@duk.kyocera.com