

## KYOCERA MyQ 4 BusinessPro



|           |                               |
|-----------|-------------------------------|
| ★★★★★     | Feature Set                   |
| ★★★★★     | Value                         |
| ★★★★★     | Ease of Administration        |
| ★★★★★     | Ease of Use                   |
| ★★★★☆     | Compatibility                 |
| ★★★★☆     | Software Integration          |
| ★★★★★     | Security                      |
| ★★★★☆     | Reseller Support and Training |
| Not Rated | Customer Support and Training |
| ★★★★★     | Documentation                 |
| ★★★★★     | Global Business Readiness     |
| ★★★★★     | Upgrade Path                  |



## OVERVIEW

KYOCERA MyQ 4 BusinessPro is a server- and MFP-based print management, accounting, and scan routing solution that allows an administrator to manage, control and monitor documents across an output device fleet. The solution's features help firms trim and account for output costs, protect documents through secure pull printing, and streamline document capture for end users at the MFP. MyQ simplifies print cost allocation by automatically allocating costs to specific users, tasks, departments or projects. MyQ also features a service module that tracks the cost of ownership of a given printer by monitoring purchases of service, toner, and more.

The company also offers KYOCERA MyQ 4 Business, a similar solution to BusinessPro, but it does not offer tracking scanning activity support or credit recharge features.

## BLI Recommendation



KYOCERA MyQ is a very robust output management solution, offering comprehensive functionality and flexibility and excellent ease of use for administrators and end users alike. In addition to the print tracking, accounting, and secure pull printing expected of this type of product, MyQ adds rules-based print management and scan capture/routing from supported MFPs.

The solution excels in several areas, benefitting off the bat from a very quick and easy installation that can be handled in just minutes by an IT administrator without outside assistance. Once up and running, MyQ continues to shine, and, while setup may be time-consuming due to the sheer amount of options, once configured the solution allows administrators to easily monitor printer and MFP usage from a convenient and well-organized web console.

KYOCERA MyQ also delivers exceptional flexibility, primarily by delivering two systems in one: the printing server (MyQ proper) and the service module, which

### Strengths

- Wide range of accounting and print management functionality
- Secure print release feature enhances document confidentiality and can reduce wasteful printing
- Allows users to store common print jobs for future re-printing
- Detailed report of power and cost savings
- Businesses can institute print policies, configure the system to automatically re-route print jobs to lower-cost devices, and provide notifications that can educate users about more environmentally responsible document output
- Administrators can create customized lists with primary and secondary pricing
- Intuitive browser-based interface makes it easy for administrators to manage the system
- Mobile print support, either via the native Android mobile print app; via the web browser on a laptop, smartphone or tablet; or from any mobile device capable of sending an email
- Support for multiple email addresses associated to one user; for example a personal and work email address so jobs sent from both are associated to the same user
- Enhanced scanning and workflow capabilities included (not available with KYOCERA MyQ Business)

### Weaknesses

- Lacks a dedicated mobile print app for iOS devices
- With mobile printing, lacks options to specify print settings at the point of releasing a job from the mobile device
- Advanced rules-based job conversion and re-routing require custom scripting

allows administrators to monitor an output fleet and automatically schedule orders for consumables and service. This is very useful for tracking an individual printer's TCO, and determining when a change should be made to obtain a more optimal ROI. And end users have the option of tracking print jobs in a number of ways, using the web console, a mobile app, or by installing MyQ Easy Job Manager, a PC application that provides access to their account.

KYOCERA offers embedded MFP applets for KYOCERA HyPAS and Ricoh ESA machines; for other devices, customers must add a tablet-based kiosk for incorporating non-HyPAS MFPs and printers. Fortunately, KYOCERA has priced the kiosk solution competitively with the embedded applets of leading third-party print management platforms, so this is less of an issue. Also, unlike a leading third-party output management platform, advanced rules-based print conversion and re-routing require the use of scripts to specify job behavior. Still, overall MyQ has very few downsides and is an ideal solution for Kyocera customers seeking a better understanding and management of its document output and looking for ways to recover or minimize associated costs.

## Product Profile

|                                     |  |
|-------------------------------------|--|
| <b>Product:</b>                     | KYOCERA MyQ BusinessPro  |
| <b>Version:</b>                     | 4.3.20   |
| <b>Software developer:</b>          | JANUS spol. s r.o.   |
| <b>Server Requirements:</b>         | Dual-core CPU; 2-GB RAM; 2-GB hard drive space (hardware requirements will depend on the number of printers and users); Microsot Windows Server 2003, Server 2008, Windows Server 2008 R2, Window Server 2012 (Microsoft Cluster Server is also supported, as are Windows XP, Windows 7 and Windows 8 for smaller-scale installations)   |
| <b>Clients device requirements:</b> | Microsoft Windows 2000 or later; Mac OS X 10.1 or later; Linux and UNIX variants; Android mobile devices (other via browser email printing function)   |
| <b>Supported Devices:</b>           | For print monitoring and cost control functions: any KYOCERA HyPAS platform devices or third-party network-ready printer. For pull print functions: any KYOCERA HyPAS platform devices KYOCERA or third-party network-ready printers used with the appropriate MyQ External Terminal.  |
| <b>Availability:</b>                | The solution is sold by partner resellers.   |
| <b>Suggested Retail Price:</b>      | KYOCERA MyQ BusinessPro edition licenses are available at a cost of €70 for one network printing device license, €240 for four network printing device licenses, €500 for 10 devices, €1,300 for 40 devices, €3,000 for 100 devices. KYOCERA MyQ BusinessPro device licenses are priced at €90 for one device, €340 for our devices, €800 for 10 devices, €2,600 for 40 devices, and €6,000 for 100 devices. |



## Feature Set



With MyQ, KYOCERA aims to deliver all services related to printing, copying and scanning in one flexible package. Its features include tracking and accounting for print output, secure pull printing, cost containment through rules-based job conversion and re-routing, device status monitoring, and even scan accounting and document capture/routing.

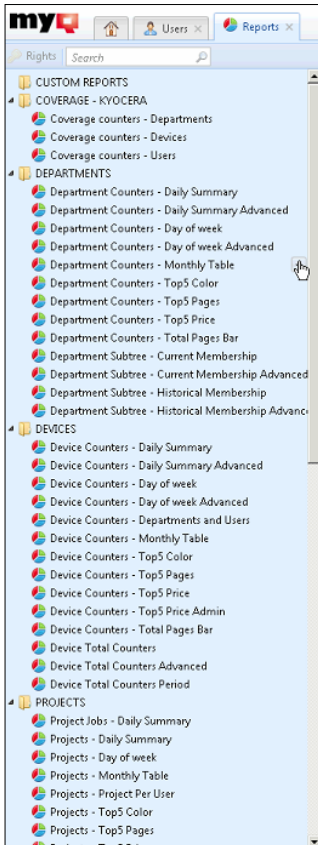
The MyQ BusinessPro system performs detailed monitoring of the print network and tracks usage by user, department and printer. This enables administrators to analyze cost distribution, recognize overload or underuse of devices, and more. MyQ offers robust reporting of print processes based on time period, with excellent variability and options: More than 60 report types based on printers, departments, users, jobs, or projects are included as standard. Reports can be displayed online, sent to email, and stored to predefined folders in several formats, including PDF, HTML, XML and CSV.

Administrators can also set up print quotas for users or departments as a way of controlling print usage and preventing misuse. For each user a limit can be set for a flexible or repeated time period, and the administrator can set actions that occur as quotas are approached (for example, to send a warning email to the user when they reach 80% of his quota). The administrator can also set the action taken when a limit is reached, such as to take no action or disable a function (print, copy, scan, or only color copying and printing) immediately, at the end of the current job, or at the end of the current user session. Quotas can be set by number of total pages, number of color pages, price of prints and more. However, per-page pricing options are not as granular as in the leading third-party output management platform, although MyQ does support pricing by toner coverage for printer models supporting different toner coverage modes.

Project accounting is another useful tool that allows administrators to assign print, copy and scan jobs to particular projects and distribute the print cost among them, either to track costs internally or charge it to a customer. This function can be enabled on embedded terminals to assign print project data to be compiled coming from any OS without additional software.

MyQ BusinessPro adds credit recharge features, which allow administrators to set up crediting. This is primarily used in public print locations but also useful for higher-education customers or even office settings where users may be limited in the amount of pages they can print. MyQ BusinessPro enables users to be given credits for printing, which can be recharged through the web interface by an authorized administrator. Administrators can automatically generate and print vouchers with codes to provide credit. Users will be able to use the vouchers for recharging their account by themselves from an embedded client of a device.

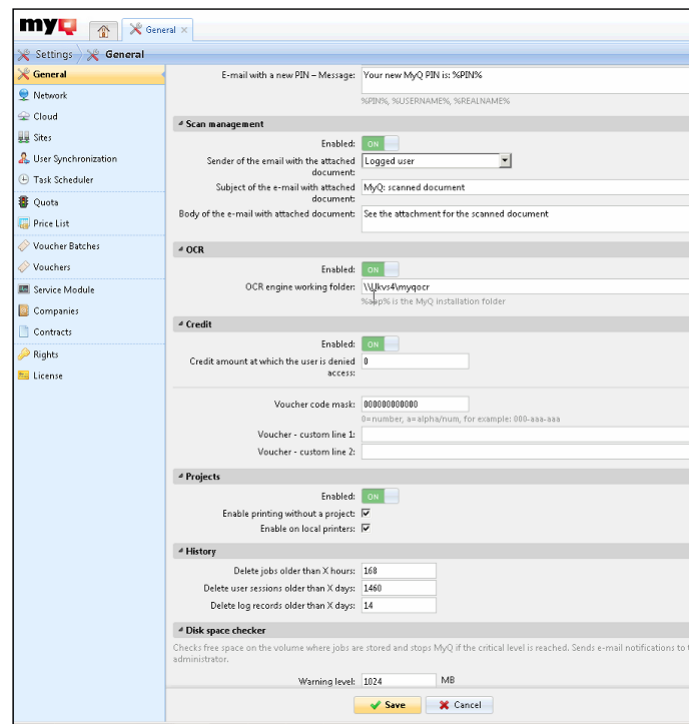
Another major feature is secure pull printing, called Print&Follow in MyQ, which allows a user to send a print job and then retrieve it at any registered device on the network. This offers not only convenience, but enhanced document security since sensitive documents are never left on an output tray for others to see. It can also cut down on wasteful printing, since print jobs that are not retrieved are never printed in the first place.



The program includes dozens of usage reports that can be generated with the click of a mouse.

With the MyQ Service Module, the system continuously checks whether printers and MFPs are ready to print; if paper or toner run out, an email is sent automatically alerting the administrator. It also connects to the reseller server and tracks when orders are placed for toner or service in order to analyze the cost of ownership of a given device. If a device is being overused, for instance, a request can be made to the reseller for a more robust MFP or more appropriate device.

MyQ also offers features that let the system automatically convert or route jobs based on administrator-defined rules. For example, an administrator can set up a rule that all jobs sent from a particular application (such as Internet Explorer) be converted from color to black-and-white, to cut down on wasteful consumables usage. Similarly, all jobs or only those meeting certain criteria (say, with a length over a specified number of pages) can be forced to print in duplex mode to save paper. And jobs meeting set criteria can be re-routed to a particular printer, which allows an administrator to re-route large jobs to a more robust or more cost-effective device. While the job-conversion and re-routing possibilities are robust, enacting more advanced rules procedures requires that custom scripts to be entered into the system. The leading third-party print management system supports an even wider array of rules that can be enacted with simple pick lists.



MyQ offers built-in scan-to-folder and scan-to-email functionality, and can also integrate with back-end OCR and document workflow platforms.

The MyQ MFP applet also offers some document capture/routing features not typically found in accounting and print management products. At login, users can be presented with icons to scan hardcopy documents to their preferred network folders or personal email address just with a one-button operation. The platform also

supports scanning to other applications such as a third-party OCR module integrated into the system (MyQ offers can interface with all professional OCR packages available in the market) and leading capture platforms such as those from Kofax and NSi. The embedded applet also enables scan-while-printing functionality on KYOCERA MFPs, which allows walkup users to perform a scan job even while a print job is running.



## Value



KYOCERA sells two types of device licenses for MyQ: Business and BusinessPro. BusinessPro licenses include extra functionality, including cloud support, scan management and job roaming. Unlike most competing solutions, there is no additional license fee for the server software. Business licenses are available at a cost of €70 for one network printing device license, €240 for four network printing device licenses, €500 for 10 devices, €1,300 for 40 devices, and €3,000 for 100 devices.

BusinessPro device licenses are priced at €90 for one device, €340 for four devices, €800 for 10 devices, €2,600 for 40 devices, and €6,000 for 100 devices.

Support for the first year is included with both the Business and BusinessPro licenses, with additional years ranging from €20 per year for one device to €400 per year for unlimited devices on a server.

Compared to similar solutions, this represents an excellent value, particularly considering its robust print management feature set. For instance, a leading competitor charges for a server license, and has a higher price for MFP licenses.



## Ease of Administration



MyQ is straightforward to install; in fact, the installation took approximately 10 minutes. Basic installation and configuration can be completed by an experienced IT administrator. Of course, MyQ configuration can be more involved depending on the number of devices and users, and the various settings (such as rules-based printing) required by the customer, and such configuration is best carried out by certified KYOCERA partners under a professional services engagement. The configuration of MyQ could take several hours depending on the customer environment. A KYOCERA engineer supported the install of MyQ on the BLI test server, which took about an hour.



The solution is installed on a server and interfaces with server print queues and the network domain/directory environment for user authentication. In most environments, MyQ will be deployed on an existing Windows print server. Print queues using LPR port must be added manually, or for large environments automated by the MyQ DDI Tool.

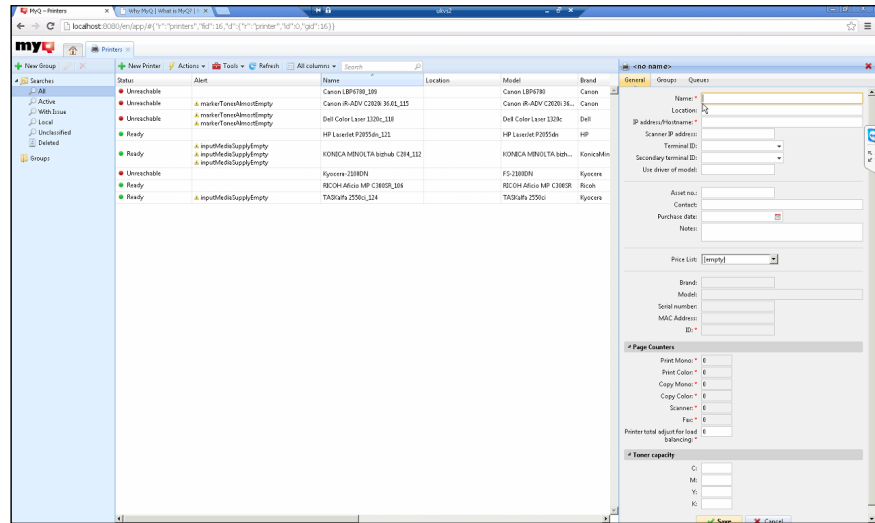
MyQ tracks printing on the server by interfacing with network queues, so no desktop software is required for general tracking and accounting. To enable the project billing functionality, the MyQ Easy Job Manager client applet can be pushed out to users' workstations. For secure pull printing, users may be set up to print to a virtual printer, so jobs sit in a virtual print queue until released at a chosen device.

MyQ enables automatic import of users from Active Directory, eDirectory, open LDAP or CSV file. During import, administrators can assign random PIN numbers for each user that they will use to access the system and can be changed at any time from the MyQ interface. Administrators can easily manage users from the MyQ web-based console, adjusting permissions and rights as well as assigning credits for print jobs as needed. These rights include managing users, recharging credit, boosting quotas, managing vouchers, viewing printers, managing printers, managing queues, reading jobs, managing jobs, managing projects, managing reports, and viewing the log. These can be changed on the fly for any user at any time. The system can also be set to automatically check directories for new users as various intervals.

MyQ also supports automatic user creation, which is useful to enable guest printing without an administrator having to add a user to the system. When a job is sent from an unknown user, MyQ will automatically create a new user and the auto sync function will then link that new user to their user identity in the specified directory, such as Active Directory.

Printers and MFPs are added to the system during installation and are also managed from the MyQ web console. Conveniently, the system can search multiple subnets for devices on a network, although devices must then be added to the system manually. MyQ monitors the status of all print devices, provides a graphical display of toner levels, and displays warning messages when errors or problems arise. Administrators can manage print jobs and create rules for finishing options, such as stapling, duplex printing, and number of copies, and these options can also be limited for certain users as well. Previews of every printed job can be viewed from the web interface by the user or administrator; a PDF of the preview is stored in the system and users can access it conveniently for later printing.

MyQ offers 13 different levels of administrator access rights, which can be very useful in a large organization. Those permissions include managing users, recharging credit to users account, boost quotas, managing vouchers, viewing printer, managing printers, managing print queues, managing print jobs, managing projects and managing reports.



Administering the system is made easier by the well-designed administration console.

For day-to-day administration, BLI analysts found it easy to page through the interface's tabs and start setting up the system. The user interface is divided into tabs making navigation effortless; the user interface design and layout is similar to other leading utilities and offers simply functionality. The dashboard displays the most important information on license, support, numbers of printers, printers activated, numbers of queues and numbers of users. Administrator has also access to detailed log of the system and real time log information. The MyQ task scheduler can be used for scheduling all required tasks. such as backup database, user synchronization, sending reports, error notification to administrator and license expiration notification.

As noted, third-party OCR and scan-management software (such as ABBYY Recognition Server) can be paired with the system. If so configured, MyQ receives the scanned job and sends it to the scan management software to be processed, the job is sent back to MyQ to route to email or a network folder depending on the user's account configurations.



## Ease of Use



Users can access the MyQ system by logging in through the web interface, which presents the user's profile and print jobs, as well as MyQ Easy Job Manager, a separate software application loaded onto each user's PC. The very simple interface displays user details in the left-hand column and the main screen shows a list of the user's waiting print jobs and a job history. There are only a handful of simple actions available to users and all buttons are clearly labeled so no training is necessary.



Once logged in to either the web interface or Easy Job Manager, users can sort print jobs, pause them, delete them, re-add them to the list, or re-print saved jobs. Users can also access their own print statistics. If a quota has been set by an administrator, it shows the enabled quotas for the user by function (print, copy and scan). The user card ID can be displayed here if desired. Administrators may choose not to display it and if a user forgets his PIN, he is able to generate a temporary PIN code that can be entered at the printer (note that PIN codes can be used with KYOCERA HyPAS and Ricoh ESA Embedded devices, or those equipped with a MyQ external terminal).

Users can also access their job history lists, and have the option to reprint jobs in the list or mark specific documents as favorites for later reuse.

To ensure security with pull printing in MyQ, users will likely be releasing jobs directly at their chosen printer. However, the browser-based interface allows them to release a job from the desktop if they are near a printer or if they do not have their ID card to hand. Similarly, they can use the browser interface to create a temporary PIN that can be used to release jobs directly at their chosen printer.

There are also options to Pause and Release jobs at supported devices. When push printing is activated, users can use this facility to redirect a job if their chosen printer is not working. To do this, the user selects the job, then a general list of information about the job pops up allowing the user to select a different printer from the drop-down list. The user then select OK and Save, and the job will then be released newly designated printer.



## Compatibility



For print tracking and management, MyQ is compatible with printers and MFPs from all manufacturers. MFP-based job accounting and secure pull printing require an MFP with the KYOCERA HyPAS or Ricoh ESA platform, or a device with an external terminal.

The KYOCERA MyQ Server component must be installed on a Windows server, but can be accessed from any web browser (including those running on Linux and Mac PCs). Similarly, as access is browser-based, desktop users can access it from PCs running Windows, Mac, Linux, and UNIX operating systems. Users can also send print jobs by email allowing the system to accept jobs from any mobile device with access to email.



## Software Integration



MyQ integrates with several user management and database systems including Active Directory, eDirectory, LDAP, SQL Server, and SMTP/Exchange mail servers.

The server component also supports integration with third-party scan management modules for adding OCR and other capabilities. It can also integrate with leading document workflow platforms, such as those from Kofax and NSI.

KYOCERA has advised BLI that MyQ can be configured to integrate with most billing applications that support SQL, based on customer demands. It should be noted that many competing solutions offer direct integration with payment/billing systems out of the box.



## Security



MyQ provides an excellent level of security, offering secure pull printing, user tracking and control functions. Pull printing can be enabled by printer, so administrators can choose which devices require users to authenticate at the control panel before releasing a job. The secure print release functionality for MyQ is also available for customized Android devices from KYOCERA. By requiring users to authenticate to release a job from the MyQ print queue at their chosen device, MyQ prevents confidential documents sitting in a printer output tray until they are collected.

All print, copy, scan and fax jobs require user identification at the point of sending so all jobs can be traced back to their owners, therefore eliminating unauthorized printing and copying, enhancing document security, and providing a detailed job history log.

A wide range of authentication methods are supported at the printer. Users can enter their user ID on the device's keypad or use one of multiple card readers that are supported on non-HyPAS devices such as magnetic strip, Smart/RFID proximity cards (including Legic, MiFare, HID and Hi-tag). When jobs are sent from the desktop, MyQ also recognizes users in the existing directory from their PC login. MyQ Easy Job Manager allows users to manage print Jobs from their desktop.

MyQ BusinessPro customers have the ability to print and distribute vouchers, which can be useful for printers in an educational environment such as schools and libraries. The users can buy prepaid credits that allow the printing, copying or scanning of a defined number of documents. These vouchers can be printed on any device by an authorized administrator.

MyQ gives administrators the ability to remove functions from users' accounts or restrict users' rights to a specific printer or device. This means that a user will not see printed jobs or receive a confirmation. And as noted, MyQ offers 13 different levels of administrator rights, so different users in an IT organization only have access to the areas pertinent to their jobs.

## Company Profile

**Vendor:** KYOCERA Document Solutions Europe B.V.  
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**Web:** www.kyoceradocumentsolutions.eu  
**Status:** Privately held



### Reseller Support and Training



Support for resellers is provided by KYOCERA directly. If KYOCERA cannot resolve an issue, resellers can obtain support from the developer, JANUS spol. s r.o. Support hours vary between countries; usually support is available during office hours (for example, KYOCERA UK offers support between 8:00 a.m. and 5:30 p.m. GMT), and tailor-made contracts can be offered to customers if required..

KYOCERA offers a variety of open and closed technical and sales training courses. Training is run on-site for resellers, with technical courses lasting two days and commercial sales courses one day. Training for resellers is optional, however, KYOCERA recommends that a basic level of training is undertaken. Training is provided at KYOCERA Europe offices in Meerbusch, Germany. Training is offered to KYOCERA sales office in the Europ-MiddleEast-Africa regions free of charge.



### Customer Support and Training

Not Rated

Support for customers is provided by the reseller directly. If the reseller cannot resolve an issue, resellers can obtain support from the developer. Support hours vary between resellers and countries; usually support is available during office hours (for example, KYOCERA UK offers support between 8:00 a.m. and 5:30 p.m. GMT), and tailor-made contracts can be offered to customers if required.



## Documentation



KYOCERA delivers very complete PDF documentation with MyQ. There is an Installation Manual, a 70-page Administrator Manual, a manual for the embedded terminal, plus a complete guide for end users. The guides comprise both text and screenshots and contain step-by-step instructions to aid administrators in configuration. The PDFs are searchable and use dynamic hyperlinking from the table of contents, making navigation easier. Also available is a whitepaper detailing MyQ functionality.

However, the KYOCERA website featured limited resources for MyQ, and an absence of features found on the sites of some competitors, such as webinars, videos, and a knowledgebase/help section.



## Global Business Readiness



MyQ is sold in Europe, the Middle East and Africa, and can be purchased from multiple distributors and resellers. The solution and supporting documentation are available in 20 different languages: English, Arabic, Bosnian, Czech, German, French, Spanish, Estonian, Croatian, Hungarian, Italian, Lithuanian, Latvian, Portuguese, Slovak, Slovenian, Serbian, Polish, Czech, and Russian. This is more languages than is supported by the leading print management platform, and covers most languages in the EMEA region where the product is sold.



## Upgrade Path



Unlike some similar solutions, MyQ is a truly scalable server-based accounting solution designed for use by SMB, enterprise and academic customers. The number of printers, users and mobile devices supported is unlimited.

KYOCERA releases two or three minor upgrades for MyQ per year, with one major upgrade planned per year. Upgrading is simple and just involves running the new installer; all configuration settings and licensing details are kept during upgrades.



## BLI's Test Environment

Testing was conducted in BLI's 3,000-square-foot lab in Wokingham, UK, from a VM running Windows Server 2008 R2 Standard Edition 64-bit, Service Pack 2 (with Internet Explorer 8.0). Technicians installed the latest version of the utility available on the test start date.

For the testing, BLI technicians used the b-guard administrator utility in a browser to add and configure up to six print queues and MFPs present on BLI's test network. These devices included KYOCERA HyPAS devices as well as hardware from other vendors so BLI technicians could determine how well the solution performed with both first-party and third-party hardware, highlight the strengths and weaknesses of the utility, and assign a comparative rating in each of the areas evaluated.

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