



Canton of Zurich administration boosts print capacity and quality with Ricoh



**Kanton Zürich
Finanzdirektion
kdmz**

Zurich Cantonal Printed Matter and Supplies Office (kdmz) streamlines processes and increases automation with the next generation RICOH Pro™ C9500 high quality sheetfed colour printer.

COMPANY & CHALLENGE

The Cantonal Printed Matter and Supplies Office (kdmz) of the Canton of Zurich in Switzerland produces a wide range of print output for the Canton of Zurich administration and other regional government departments and organisations. As central service provider, kdmz procures and prints ballot papers, official forms, legal texts, brochures, tax statements, and other official documents for the 33,000 administration staff and the 1.58 million people who live in the canton.

The Canton of Zurich is an economic powerhouse and has been growing in population for many years. This growth places greater pressure on official organisations as they aim to deliver high quality citizen services. For example, it has become increasingly difficult for the central print office of kdmz to ensure timely production of important publications and documents.

Rolf Thoma, Head of Procurement and Printing at kdmz, says: "In the first six months of a year especially, we print many time-critical documents. These are highly sensitive print jobs, which we can't give to external printers. Our old colour print solution could not deliver the speed and output quality we needed. We had to increase our inhouse capacity to facilitate seamless operations and ensure citizens received relevant documents on time."



As part of a public authority and the lead buyer for publications, office supplies and output systems for the Canton of Zurich, kdmz regularly organises public tender processes. To increase its print capabilities, kdmz launched a public tender process to find new solutions covering a contract period of five years.

SOLUTION

kdmz carefully reviewed all submissions for the tender process, evaluating the weighted criteria before determining that Ricoh achieved the highest score.

Markus Kirchhofer, Managing Director at kdmz, explains: "Our tender process was well structured and fair. Interested suppliers needed to submit comprehensive documentation and provide proofs for their performance claims. We also analysed test prints to make sure the quality met our standards. In the end, Ricoh hit the benchmarks and offered the best value for money over a five year period."

Working with Ricoh, kdmz installed the latest-generation RICOH Pro C9500 digital sheetfed colour printer to boost quality and speed for its most demanding print jobs.



Our old print solution simply could not deliver the speed and output quality we needed. We had to increase our inhouse capacity to facilitate seamless operations and ensure citizens received relevant documents on time.

Rolf Thoma
Head of Print Procurement



"The newly introduced digital sheetfed offset printing system offers improved automation capabilities that result in outstanding resolution, colour consistency and and more efficient overall performance."

Markus Kirchhofer, Managing Director



"We were the first in Europe to install the brand new Pro C9500," adds Rolf Thoma. "The new digital sheetfed printer was launched just in time for us to benefit from the enhanced automation capabilities, which help to ensure outstanding resolution, colour consistency and overall performance."

To modernise its black and white print environment, kdmz also installed a RICOH Pro™ 8320 high end mono sheetfed production printer with innovative laser technology to ensure impressive print resolution.

From the first visit to the Ricoh showroom to the finetuning of the print solutions, kdmz was impressed by the dedication and professionalism of the Ricoh team. "Our tender process was very detailed and demanding, but Ricoh delivered all requested information on time," adds Markus Kirchhofer. "It was refreshing to see a supplier so engaged at every step of the process. We received outstanding support from Ricoh, which enables us to get the most out of our new print systems and to benefit from the improvements to their flagship sheetfed model."

He adds: "As a next step, we're planning to integrate our consolidated web shop even closer with our print systems. Taking advantage of the advanced automation capabilities of the Ricoh devices, we want to increase efficiency."

BENEFITS

Thanks to the combination of the Pro C9500 and Pro 8320 printers, kdmz can produce high volumes of time-sensitive official documents faster than ever. "Thanks to Ricoh, we are in a good position to achieve our projected print production volume of two million pages in colour and 2.5 million in black and white next year," confirms Rolf Thoma. "With faster print performance and improved automation for duplex printing, we can accelerate print jobs and respond quickly to order changes and new requests."

Another major benefit of the Pro C9500 for kdmz is the colour accuracy and the outstanding print quality. "When we showed the first printed output to colleagues, they were impressed with the quality," confirms Markus Kirchhofer. "Now that we can produce complex graphics with more contrast, detail, and clarity. We would also like to streamline print jobs. For example, in the past, we sometimes printed the cover for a high profile publication separately to the main content of a booklet or brochure; now we can print everything on our Pro C9500 to simplify and accelerate the process."

The kdmz production team also finds the Pro C9500 easier to use than previous print solutions. "The operation panel with a large touchscreen offers a very user friendly interface to work with," remarks Rolf Thoma.



Thanks to the high reliability and efficiency of the Ricoh printers, we can increase our production volumes and deliver even the most complex print jobs faster. This improves our operational flexibility and enhances our service capabilities.

Markus Kirchhofer, Managing Director



Markus Kirchhofer concludes: "With our new Ricoh production printers, we're taking a big step forward in print quality. Thanks to the high reliability and efficiency of the Ricoh printers, we can increase our production volumes and deliver even the most complex print jobs faster. This improves our operational flexibility and enhances our service capabilities."

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 billion USD). It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.

RICOH
imagine. change.

www.ricoh-europe.com

The facts and figures shown in this brochure relate to specific business cases. Individual circumstances may produce different results. All company, brand, product and service names are the property of and are registered trademarks of their respective owners. Copyright © 2024 Ricoh Europe PLC. All rights reserved. This brochure, its contents and/or layout may not be modified and/or adapted, copied in part or in whole and/or incorporated into other works without the prior written permission of Ricoh Europe PLC.