



CASE STUDY:

Enppi drives successful multi-million dollar engineering and construction projects with Ricoh

Supported by Ricoh, Enppi is improving the performance and availability of its print fleet - cutting costs, enhancing document security, and helping users to create critical documents.

COMPANY & CHALLENGE

Headquartered in Cairo, Egypt, Enppi is a leading international provider of project management and fully integrated engineering, procurement, and construction (EPC) services in the petroleum, petrochemical, and power industries. Founded in 1978, the company employs 3,000 people in 15 offices in the Middle East, Africa, Europe, the Far East, North & South America. In 2021, Enppi completed local & international projects worth USD 700 Million.

Enppi works on a grand scale, operating as the main engineering contractor of EPC in the field of oil and gas, refining, & petrochemical, offshore and onshore for global brands such as BP, Shell, and Saudi Aramco. Fulfilling contracts involves detailed planning, technical analysis, materials purchasing, supplier management, construction coordination, and health and safety compliance. Inevitably, these complex processes generate huge volumes of printed documentation.

A spokesperson from the Reprographics Department at Enppi explains: "As an engineering company we are also a document company, creating everything from site plans and reports to finance records and promotional materials. Our business users rely on a range of A4 and A3 office print devices, plus large-format and offset production printers, to prepare documents and other items to keep important projects progressing." For many years, Enppi has relied on a multi-vendor print fleet, with an emphasis on acquiring the very best performance, reliability, and cost efficiency available.



However, the multi-vendor estate presented significant management challenges. For example, monitoring and tracking usage across the fleet involved manually compiling reports, while support issues could leave users waiting on out-of-order devices.

SOLUTION

More than a decade ago, to meet growing demand for print services, Enppi selected Ricoh business partner Integrated Office Systems (IOS) to deploy Ricoh print machines.

The spokesperson explains: “We were impressed with the presentation from the IOS team, with the Ricoh devices offering very attractive pricing combined with proven performance and reliability. Rather than expanding the number of devices from one of our existing suppliers, we formed a new partnership with IOS and Ricoh.”

Today, Ricoh devices form the majority of the office print environment at Enppi. The Ricoh fleet includes mono and colour printers, copiers, and multi-functional devices (MFDs).



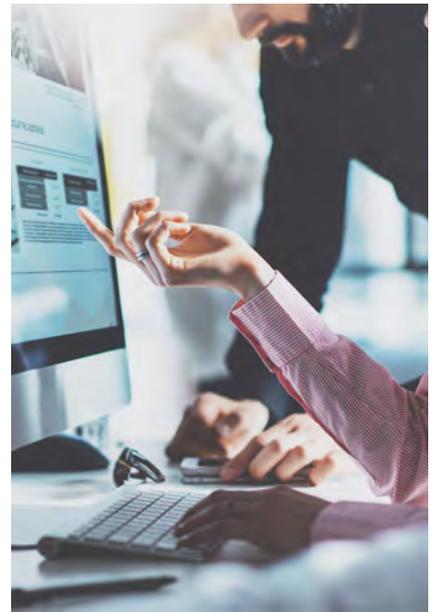
With print playing such an important role across our operations, we aim to make continuous improvements to our fleet —from strengthening document security and simplifying device management to improving quality of output and maximising device availability. Only the most state-of-the-art technologies will do, so our partners must deliver regular upgrades and innovation.

Spokesperson, Enppi



"With IOS and Ricoh, we have built a strong, trusted relationship: the quality of the solutions, service delivery, and after-sales support is outstanding."

Spokesperson, Enppi



To reduce the workloads of the internal IT function at Enppi, IOS provides maintenance, support services, spare parts, resupply of consumables, and device upgrades.

The spokesperson comments: "IOS and Ricoh keep us fully up to date with the latest print functionality. Over the last three years, IOS has upgraded more than a quarter of our Ricoh devices or replaced older models with new versions—all with minimal disruption to our business operations." Next, Enppi turned its focus to enhancing its print management capabilities. Working with IOS, the company successfully trialled new software that enables in-depth tracking and monitoring of print volumes, secure document release, and sophisticated reporting. From an initial rollout to four departments, Enppi plans to extend the software to all Ricoh devices, before expanding to the entire multivendor fleet.

The spokesperson continues: "With IOS and Ricoh, we have built a strong, trusted relationship: the quality of the solutions, service delivery, and after-sales support is outstanding. We especially value the expertise and professionalism of the IOS and Ricoh engineers; they understand that we always expect the highest standards and are always willing to go the extra mile to ensure our long-term success."

BENEFITS

Working with IOS and Ricoh, Enppi has increased the performance and reliability of its print operations—helping users to produce mission-critical documents quickly and efficiently to support large-scale EPC projects. For example, the managed print service from IOS, which includes on-site engineers available throughout the working day to assist users, delivers a positive impact on device uptime.

The spokesperson explains: "Previously, whenever users experienced faults or downtime with a print device, we called support and then waited up to a day for a response. Now, when we encounter issues, it takes no more than 15 to 30 minutes to start repairs as the Ricoh and IOS engineers are always on-hand, minimising disruption for users and helping to boost productivity."

The Ricoh devices have proved popular with users, as the spokesperson continues: "Our business teams often ask us to invest in more Ricoh devices, as they find they deliver exceptional speed, availability, and reliability. We now have Ricoh printers positioned in all of our main office sites in Cairo, where we need a device that we can always depend upon for creating high-quality documents."



We are looking forward to more engagements with Ricoh and IOS. Our printing needs are changing all the time, and we will continue to modernize, transform, and optimize our office and production printing environment.



Enppi departments using the print management software have seen valuable document security and reporting benefits. Pull print and secure document release capabilities help users to protect sensitive information, while the solution enables the company to track print volumes on a series of dashboards, prepare more than 50 types of report, and take ongoing steps to optimize print efficiency.

The spokesperson comments: “As we extend our use of the software, we will replace our manual reporting processes, helping us to save time and free our team to work on more-valuable tasks. And we will be able to identify areas for optimization across the fleet. For example, if we find that certain devices are underutilized, we can move them to other areas of our offices where there is higher demand for printing.”

Enppi also expects the print management software to have a major impact on cost-efficiency, as the spokesperson confirms: “Once we have rolled out the solution to

our entire print fleet, we estimate that we will generate cost savings of two million Egyptian pounds in the first 12 months, thanks to better management processes, more-detailed tracking of volumes, and the adoption of smarter usage patterns.”

Moving ahead, Enppi is exploring further uses for Ricoh devices—especially for production printing. Having already installed a RICOH Pro C5300 device for booklet production, the company is now deploying a RICOH Pro C7200 machine to support high-volume cut-sheet workloads.

The spokesperson concludes: “We are looking forward to more engagements with Ricoh and IOS. Our printing needs are changing all the time, and we will continue to modernize, transform, and optimize our office and production printing environment to help our operations and business teams. With Ricoh and IOS, we have the ideal partners to support us on every step of this journey.”

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter. With cultivated knowledge and organisational capabilities nurtured over its 85 years' history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For more information, visit ricoh-europe.com