



# Increasing print quality and speed for Norwegian government documents



- Streamlines production and maintenance
- Speeds up jobs with parallel printing
- Adds visual impact to official documents

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## COMPANY & CHALLENGE

The Norwegian Government Security and Service Organisation (DSS) provides cost effective, reliable shared services to various government departments including the Office of the Prime Minister and other ministries. Part of the Ministry of Digitalisation and Public Governance, the DSS employs around 700 people and manages an annual budget of approximately 1,070 million Norwegian kroner (EUR 93 million).

The DSS has grown substantially in recent years, creating new challenges for the inhouse design, layout, and print unit. For example, the unit has seen increasing demand for official government documents, such as official Norwegian reports, the National Budget programme, departmental documents, carefully designed conference programmes, and visually attractive business cards. Furthermore, due to budget deadlines and other important dates in the official calendar, the DSS must print roughly 4,500,000 pages of materials within the first four months of the calendar year.

To handle these workloads, the unit has methodically transformed itself into a highly professional, high volume production operation, but needed to expand its capabilities and improve its operational efficiency still further.

Jonas Madsen Rogne, Senior Advisor, Graphical Services at the DSS, says: "Higher print speeds were a key requirement. With high volume documents such as the National Budget now incorporating a wide range of intricate charts and graphics, excellent print quality with consistent colour production was also essential."



Photo Credit: Sign&Print Norge

## SOLUTION

### Consolidated devices, streamlined processes

The DSS launched a public tender process to replace four ageing production printers from multiple suppliers. After thorough evaluation and quality tests, the DSS selected three new toner based sheetfed RICOH Pro™ C9500 printers to consolidate and streamline its print processes.

“The Ricoh solution achieved the highest score in our evaluation, with the best print quality and the highest cost efficiency for our demanding applications,” confirms Jonas Madsen Rogne. “With three modern Pro C9500 high performance sheetfed printers, we have improved our flexibility and gained new capabilities.”

Moving from two mono and two colour printers to three colour printers has helped the DSS to simplify job management and systems maintenance. The intuitive user interface and operation panel help DSS teams to plan and run daily jobs efficiently, while using one standardised model reduces overall complexity, makes sourcing supplies and consumables simple, and helps to save time and money.

“The installation of the Ricoh Auto Colour Adjuster was a significant benefit,” adds Jonas Madsen Rogne. “Previously, we sometimes had to split jobs, printing black and white on

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Photo Credit: Sign&Print Norge

one machine and colour on another, then manually moving pages around to compile the final document. Plus, it could be challenging to ensure colour consistency across machines and jobs. The Pro C9500 printers have advanced sensors that continuously monitor colour output and automatically adjust the settings to deliver the same crisp quality across the entire job. That also reduces the need for complex capacity planning and manual intervention.”

The DSS combines its new Ricoh printers with two Plockmatic finishing systems to further standardise production workflows, simplify work for the operators, and optimise speeds.

For demanding print jobs that require colours such as gold, the DSS also uses an existing toner based sheetfed RICOH Pro™ C7500 device. “We regularly need to add gold enhancements to official documents,” explains Jonas Madsen Rogne. “The fifth colour station of the Pro C7500 allows us to add a real wow factor to our output.”

## BENEFITS

### Increasing flexibility and speed

With the addition of powerful new production printers, the DSS has one of the largest Ricoh installation bases in Norway. Working closely with Ricoh, the DSS installed the printers in a

new, central location in Oslo, with minimum interruption to production operations.

“Thanks to Ricoh’s perfect planning, everything went very smoothly,” says Jonas Madsen Rogne. “Within just a few days we were producing output with our completely new print environment in our new building. And we’re also now closer to our clients, making it easier to discuss jobs and deliver output.”

Using the new Pro C9500 production printers, the DSS can easily run multiple jobs in parallel. Each printer runs at a speed of up to 135 A4 pages per minute, allowing the DSS to complete colour print jobs faster, and with more flexibility than ever.

“Moving from multiple printers with different capabilities to three best in class Pro C9500 solutions opens up new opportunities for us and our clients,” says Jonas Madsen Rogne. “Over the years, colour printing has gradually become more and more important, now making up half of all our printed pages. Thanks to the new Ricoh printers, we have the capacity and speed to produce more of this work inhouse, giving us full control over the process and avoiding having to rely on expensive external contractors.”

Jonas Madsen Rogne concludes: “Our experience with our existing Pro C7500 and the new Pro C9500 printers has been





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## 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 2025, Ricoh Group had worldwide sales of 2,527 billion yen (approx. 16.8 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. For further information, please visit: [www.ricoh.com](http://www.ricoh.com)

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