



Transactional print leader sharpens its competitive edge with the RICOH Pro™ VC20000

inforsys

- Enables rapid high volume personalised colour printing
- Meets strict client demand for next day turnaround
- Aligns output with client style guidelines

COMPANY & CHALLENGE

For more than 25 years, Inforsys has specialised in business process outsourcing and high volume mailing to help clients improve efficiency and reduce costs. With around 150 employees, the company works with clients across the banking, insurance, telecommunications, energy, law, and marketing industries in Poland.

One key line of business for Inforsys is transactional printing – creating, enveloping, and dispatching huge volumes of customer bills, invoices, financial statements, policy documents, and more for clients. Every job requires the printing of personalised details including names, account balances, and addresses, along with the addition of customised graphics, logos, and branding.

Mirosław Kopeć, Director of Operations/COO at Inforsys, explains: “We are well established as one of the three leading transactional printers in Poland, but it’s an increasingly challenging marketplace. For example, clients expect us to meet the tightest deadlines, printing and sending invoices and statements, which must be sent to their end-customers on the next business day. We must also ensure that our printed output closely matches the colour schemes and design requirements outlined in their brand style guidelines.”



Inforsys operates from a facility in Radzymin, just outside Warsaw, equipped with many sheetfed and webfed printers. When the time came to upgrade a key inkjet device, the company looked for a solution that would offer the highest standards of performance, productivity, and colour consistency.

SOLUTION

Selecting powerful digital inkjet capabilities

To find the right solution, Inforsys explored offerings from several manufacturers, before a conversation with Ricoh provided a possible answer. After a visit to Ricoh's European Customer Experience Centre to perform quality checks, the company decided to deploy the Pro VC20000 high speed inkjet webfed printer, with integrated unwinder and rewinder solutions from Hunkeler.

Mirosław Kopeć continues: "We have a strong long term relationship with Ricoh, having used their sheetfed digital printers for many years. When we ran the testing workloads on the Pro VC20000 at the European Customer Experience Centre in central England, we could quickly see the solution would hit our performance and quality requirements. That gave us confidence to move forward."



As well as proven technology, Ricoh has delivered first class services, from the solution demo through the installation, rollout, and beyond. With the Pro VC20000, we are in a great position to keep our clients happy and continue to thrive in a competitive transactional print market.

MIROSŁAW KOPEĆ
DIRECTOR OF OPERATIONS/COO



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Working with the Ricoh team, Inforsys installed the Pro VC20000 at the Radzymin facility, and integrated the solution with its production workflows. Thanks to the compact footprint of the Pro VC20000, it was a relatively simple job to fit the new printer on the floor of the production facility. Following calibration and quality assurance steps, the Ricoh team remained onsite for another week after the go-live to support operators.

In the new production workflow, client requests arrive as print ready PDF files, while Inforsys manages and queues jobs on the controller of the Pro VC20000. The company can print personalised text with graphics and logos in a single pass, before moving output onto the finishing line.

“The compact, space-efficient Pro VC20000 fits perfectly within our production facility,” continues Mirosław Kopeć. “The implementation process was almost seamless, and the communication and support from the Ricoh Poland team was excellent throughout. We were hitting our target volumes on the Pro VC20000 from day one, while having the Ricoh team on hand for the first week helped our team to build knowledge of the new solution and ensure we followed best practices.”

BENEFITS

Surpassing client expectations

With the Pro VC20000, Inforsys can print even the most demanding transactional workloads at exceptional speeds (up to 150 metres per minute), ready for immediate enveloping and dispatch. The productivity of the Ricoh solution will help to ensure the company can meet client expectations and strengthen its status as a leader in the Polish transactional print market both today and into the future.

Mirosław Kopeć continues: “We are currently printing around six million A4 pages on the Ricoh solution per month. Due to the volume of printing we plan to do on the Pro VC20000 system, print speed is crucial. Both the controller and the Pro VC20000 print engine will allow us to process orders much faster, allowing us to complete orders within a single day.”

Furthermore, the Pro VC20000 enables Inforsys to print in high quality, closely aligning output with colour schemes laid out by clients. For example, the company can add company logos and graphics in vibrant optimal resolution while maintaining high speed production runs.

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In addition, Inforsys can call on Ricoh for support at any time, as Miroslaw Kopeć confirms: “Having responsive support available – whether it is simply to provide ink supplies or onsite maintenance – is crucial to keep our operations running smoothly. With Ricoh, we can always reach their expert team.”

Miroslaw Kopeć concludes: “Our partnership with Ricoh continues to deliver real value to Inforsys. As well as proven technology, Ricoh has delivered first class services, from the solution demo through the installation, rollout, and beyond. With the Pro VC20000, we are in a great position to keep our clients happy and continue to thrive in a competitive transactional print market.”

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

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