



Bending the cost curve with flexible print services



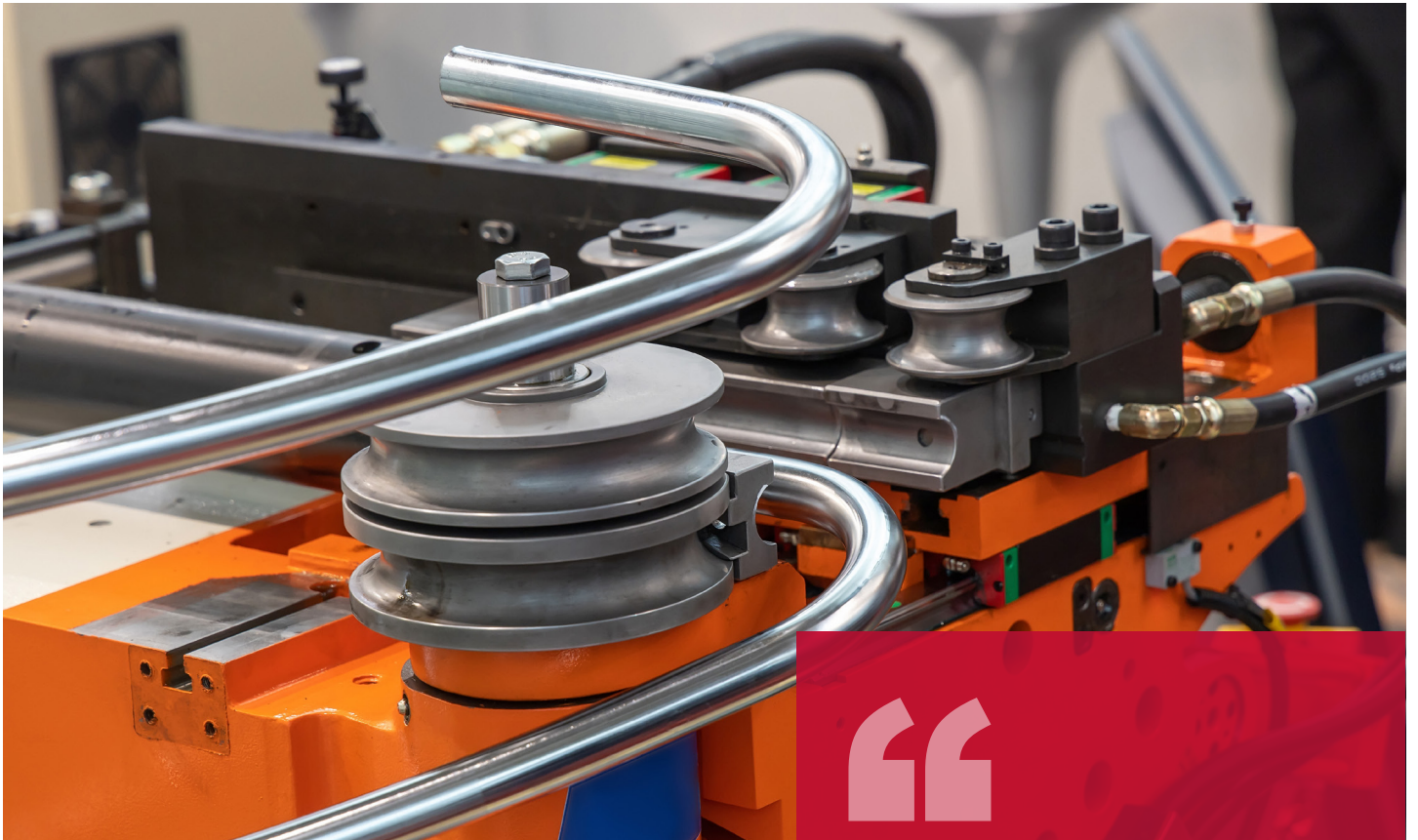
- Flexible service model keeps costs predictable
- Unlimited scanning and free consumables shipping
- Simplifies administration with a single invoice

COMPANY & CHALLENGE

Cintrage Ile de France has been shaping metals since 1998. From its 700m² factory in Val-de-Marne, just outside Paris, the company specialises in bending complex and multi-chamber profiles for clients nationwide. Its products serve industries spanning automotive, aeronautics, rail, event management, construction, and industrial maintenance.

Documentation is a backbone of Cintrage's operations—not just in metalworking, but across administration, design, and sales. For years, company teams have relied on printers to produce everything from design documents and inspection reports to client contracts and employee records. And scanning has become essential, too, as the business shifts to increasingly digital workflows.

Previously, Cintrage sourced its printers and scanners through a rental model. While this avoided the upfront expense and effort of purchasing equipment outright, it came with complications. The service was fragmented, as device rental, consumables delivery, maintenance, and end-of-life removal were billed separately. Meanwhile, growing costs for consumables and the threat of new scanning charges added further concern.



SOLUTION

A new print model takes shape

Cintrage saw an opportunity to adopt a simpler, more cost-efficient solution, and selected Pack Tranquilité from Ricoh. A flexible, as-a-service solution, Pack Tranquilité bundles print hardware, software, support, and consumables in an all-in-one contract, with fixed fees and zero upfront capital expenditure.

Ricoh specialists worked closely with Cintrage to tailor the service, helping the company select new devices, software, value-added services, and a volume plan. Cintrage opted for two Ricoh IM C2010A multifunctional devices, which offer high-quality, high-speed printing and scanning from one easy-to-use machine.

As part of its five-year agreement with Ricoh, Cintrage chose a flexible volume plan, which covers up to 3,500 pages per month. Built into the plan is an all-inclusive subscription for parts, consumables, maintenance, software, and services. Cintrage takes advantage of this to access software including Ricoh StreamlineNX for centralised device management and reporting. The company also uses Ricoh's Always Current Technology (ACT), which enables remote updates to keep devices updated with new features and security enhancements.

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Crucially, Pack Tranquilité includes dedicated management and maintenance support. If Cintrage encounters any issues with its multifunctional devices, the company can call Ricoh's technical support team, who will work to solve the problem either remotely or on site—at no additional cost.

BENEFITS

Smarter spending and easier administration

With the Pack Tranquilité solution, Cintrage enjoys access to the latest printing and scanning technology, underpinned by Ricoh's reliable performance, without the need for any upfront capital investment.

Cintrage now has greater certainty around its printing and scanning expenses, with fixed pricing and free consumables shipping helping to keep costs predictable. Even better, with

unlimited scanning included as part of the Pack Tranquilité service, the company will not face sudden price increases, even as scanning volumes grow in support of more nimble digital document workflows.

Choosing an all-in-one service from Ricoh has also simplified administration. Accounting teams no longer juggle separate bills for device rental, consumables, and other services.

Instead, they receive a single, consolidated invoice, reducing administrative workload and overheads, while making it easier to manage print spending.

A spokesperson from Cintrage concludes: "Ricoh took the time to understand our needs and shaped a solution that fits our business. Pack Tranquilité has delivered everything we hoped it would. We now have predictable, straightforward costs and the flexible infrastructure we need to support increasingly digital operations."

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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