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Smarter finance workflows for a major Middle Eastern legal centre

- **30% reduction in time to calculate print charges**

- **Mitigates the risk of errors in client billing**

- **Frees finance teams to work on more valuable tasks**

COMPANY & CHALLENGE

This legal centre plays an important role in keeping the wheels of commerce turning within the Middle East. Every year, the centre handles hundreds of cases and helps to settle disputes worth billions of dollars.

Many cases are highly complex and can take significant time to resolve, involving multiple claims, counterclaims, hearings, and tribunals. For the legal centre, keeping track of administrative expenses incurred during each case is essential, enabling accurate billing once a final settlement is reached.

Previously, though, this was often far from easy. For example, clients and legal teams print, scan, and copy many documents during each case, including contracts, deeds, financial agreements, and much more. Every month, a member of the legal centre's finance team would head to the shared printers, add up the number of pages printed, copied or scanned during work on each client case, and translate these amounts into billing figures.

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With so many cases on the go at the same time, this process could take considerable time and effort, and keep finance teams from more valuable work. And relying on manual methods inevitably increased the risk of human error creeping into calculations.

Moving forward, the legal centre targeted a faster and more reliable method for allocating printing and scanning charges, enabling the finance team to work more productively.

SOLUTION

Automating complex calculations

To solve its print management and billing challenges, the legal centre turned to Ricoh business partner Epic Solutions, part of Altech Group headquartered in Dubai, United Arab Emirates, for guidance. As a first step, Epic Solutions recommended modernising the devices, using state-of-the-art Ricoh IMC 3010, IMC 300, and IM 370 multifunction printers (MFPs).

Then, Epic Solutions proposed RICOH Smart Integration (RSI) Control+ to provide a clear, detailed breakdown of printing, scanning, and copying on each client case.

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> Calculating administration fees for our clients is a critical process for us, and is much easier with RSI Control+. We can now work faster and more productively, freed from tedious manual processes.
>
> **COMPANY SPOKESPERSON**
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> "The RSI portfolio offers us a lot of exciting possibilities, and we are already working with Epic Solutions to take the next step towards streamlining our document workflows."
>
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Impressed with the user experience and reporting capabilities during a demo, the legal centre decided to move forward with the rollout of the Ricoh solutions.

Within just two days, Epic Solutions implemented the Ricoh solutions at the legal centre, connecting RSI Control+ to the new MFPs and completing final testing to check and validate functionality. During the installation, Epic Solutions created an integration point between RSI Control+ and the legal centre's Microsoft Azure Active Directory that will help to simplify the setup and management of user accounts.

Today, users at the legal centre can connect to the MFPs and send documents to print from their laptop, smartphone, or tablet, using the Ricoh software. The RSI Control+ administrator creates individual numbers for each client case using the Billing Code function. Users select their case numbers when printing or copying documents at the interface of the MFP, and the jobs are automatically logged in the RSI Contol+ system.

At the end of each month, the legal centre can now simply pull a report from the Administration Portal in RSI Control+ that provides total figures for printing, scanning, and copying volumes on each case, before calculating charges, without having to visit MFPs and manually calculate figures.

BENEFITS

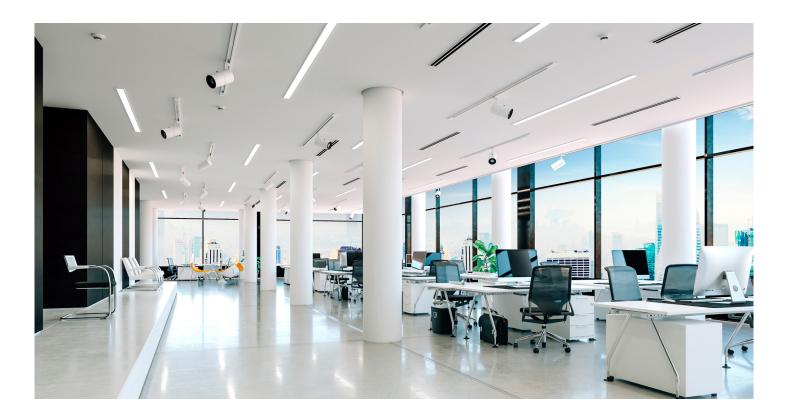### Saving time and reducing errors

The engagement with Epic Solutions and Ricoh has enabled the legal centre to streamline the process for tracking printing and allocating fees. What was a time-consuming, labour-intensive manual task is now much quicker and easier, taking just a few clicks in RSI Control+.

As a result, the legal centre has reduced the time required to complete client billing by around 30 percent, leaving finance teams more opportunities for value-add work. And by adopting an automated approach, the organisation has reduced the risk of human errors in its billing calculations.

In addition, the legal centre has gained valuable information security capabilities with RSI Control+. For example, users must authenticate themselves on an MFP by entering a PIN code or password to release documents, helping to minimise the risk of confidential legal information being left on show within the sites.

Following the successful deployment of RSI Control+, the legal centre is now exploring the possibility of adding RSI Cloud Connectors. The solution will enable users to scan

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documents on the Ricoh MFPs and upload them directly to cloud services, such as OneDrive, Dropbox, and Google Drive. This step will make important documents available to legal teams and clients when travelling between locations within the region. A spokesperson from the legal centre concludes: "Calculating administration fees for our clients is a critical process for us, and is much easier with RSI Control+. We can now work faster and more productively, freed from tedious manual processes. The RSI portfolio offers us a lot of exciting possibilities, and we are already working with Epic Solutions to take the next step towards streamlining our document workflows."

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 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD). It is Ricoh's mission and vision to empower individuals to find Fulfilment 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-europe.com

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