



# Paragon doubles production speed and capacity with Ricoh



- Doubles print capacity at location in Weingarten, Germany (speed up to 180 m/min)
- Saves up to six hours printing time per day
- Reduces manual maintenance workload

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## COMPANY & CHALLENGE

Paragon DACH & CEE delivers large volume transactional printing, client communications solutions, and consulting services to banks, insurers, health insurance companies, telecoms providers, and utilities. With about 1,000 employees, Paragon DACH & CEE has ten business locations in Germany, Poland, and Czechia. To serve the German market, Paragon runs a fleet of 29 production printers and 19 folder inserters.

Jörg Nürnberger, Director Operations Document Output at Paragon DACH & CEE, explains: "In our transactional printing business, we produce various kinds of letters, invoices, payment reminders, and other important communications for our clients. On average, we print one million mailings every day."

To keep pace with surging client demand, it is essential that Paragon develops fast, reliable production workflows that deliver the highest quality output. "We receive print tasks in the morning and aim to deliver in the afternoon," confirms Jörg Nürnberger. "We never know exactly what volumes our clients will request before the job arrives, so we need to be ready to handle dynamic fluctuations and peaks in client demand."



## SOLUTION

### Finding the ideal match

With two of its nine inkjet web fed printers in need of replacement, Paragon took the opportunity to increase the capacity and speed of its transactional printing environment. The company wanted a solution that would combine quality, cost-efficiency, and speed with low maintenance requirements to drive productivity.

To find the printer that would best meet its needs, Paragon engaged with various manufacturers. After extensive, hands-on benchmarking workshops, Paragon selected two RICOH Pro™ VC40000 high speed inkjet printers to modernise its operations. This is the company's first use of Ricoh printers in its Document Output business division in Germany, although Paragon DACH & CEE uses two RICOH Pro™ VC60000 devices in Poland and Czechia, and Paragon Global uses a range of Ricoh printers across a number of countries.

Dieter Keller, Head of Operations at Paragon DACH & CEE, adds: "Ricoh walked the extra mile to really show us what the

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By selecting two new Pro VC40000 devices, we have almost doubled our capacity for transactional printing. Each machine can print around 100 million A4 pages per year, giving us the ability to take on additional work and increase our revenues.

DIETER KELLER  
HEAD OF OPERATIONS

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Pro VC40000 can do. In the end, Ricoh offered the fastest performance at the required quality for the most attractive price. The Pro VC40000 truly is the fastest machine on the market for our transactional print requirements.”

Working with Ricoh, Paragon DACH & CEE achieved a smooth deployment of the new high speed inkjet systems, and quickly ramped up production. The company’s operators required minimal training to manage the new printers effectively thanks to the enhanced usability. “The Pro VC40000 is intuitive, low maintenance, easy to use, and very fast,” says Jörg Nürnberger. “Our operators easily adapted to the new high speed inkjets and are very happy with the modern technology, which reduces manual daily and weekly maintenance workloads.”

Paragon worked with Ricoh to integrate the Pro VC40000 devices into its existing production processes. “The collaboration was very effective, and Paragon highly values Ricoh’s responsiveness. We like that we have similar culture and attitudes, and it’s a pleasant experience to work with the Ricoh team; they really care about their clients,” emphasises Jörg Nürnberger. “We can always call our Ricoh contacts directly when we have a question. And most importantly, the new printers deliver the reliability and performance we need to get one million mailings ready for our clients, every single day.”

## BENEFITS

### Doubling print capacity at the location in Weingarten, Germany

With the Pro VC40000 inkjet printers, Paragon has accelerated production of demanding daily jobs. “We now print one complete continuous paper roll in just one hour,” comments Dieter Keller. “In the past, the same output took us 1.5 hours. As we use around 20-25 rolls per day, we save up to six hours in total.”

With the hours saved, Paragon can focus more time and resources on optimising key production processes. For example, thanks to the speed of 180 metres per minute, the company now has more opportunities to refine pre-press processes before sending jobs to print, helping to increase overall efficiency. It has gained more flexibility and time for crucial finishing work, such as cutting, folding, and inserting output to prepare it for dispatch and delivery. And if the company wants to increase capacity and flexibility further, the Ricoh printer could even be upgraded to run at up to 225 metres per minute.

In addition, the faster performance of the Ricoh high speed inkjet systems empowered Paragon to take on a large print

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DIRECTOR OPERATIONS DOCUMENT OUTPUT



job from an important client. "One client needs four million additional letters printed in around one month," explains Jörg Nürnberger. "By leveraging the full speed of the new Pro VC40000, we found an innovative solution to keep our client happy. Having established this process, we can build on it and offer a similar option to other large clients to generate additional value from our new printers."

The additional speed and flexibility also help Paragon to manage day to day operations where volumes from the same client can vary by 10x from one day to another. "It's documents such as payment reminders where volumes can be very dynamic," says Jörg Nürnberger. "We're under constant time pressure and typically have little buffer time. With the faster printers, we can handle peak workloads much better."

Dieter Keller concludes: "By selecting two new Pro VC40000 devices, we have almost doubled our capacity for transactional printing. Each machine can print around 100 million A4 pages per year, giving us the ability to take on additional work and increase our revenues."

## 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](http://www.ricoh-europe.com)

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