



Hent builds a more-agile, lightweight print strategy with cloud-based tools



- Simplifies print operations
- Saves time, reduces costs
- Deploys Ricoh Smart Integration Control+ and multifunction devices

COMPANY & CHALLENGE

Headquartered in Trondheim, Norway, Hent A/S is a leading construction contractor that plans and delivers large-scale public and private projects across the Nordic region. Founded in 1980, the company employs around 1,200 people and has eight branch offices in locations including Oslo, Bergen, and Ålesund. In 2022, Hent achieved an annual turnover of NOK 7.6 billion (equivalent to GBP 500 million).

Innovation, sustainability, and quality are the hallmarks of Hent's construction work, which spans commercial and residential developments, healthcare facilities, maritime infrastructure and much more. Among Hent's most notable projects is the Mjøstårnet in Brumunddal, Norway—a mixed-use tower development made from locally sourced materials that was the tallest wooden building in the world when it was completed in 2019.

Efficient management of each construction project relies on the preparation, distribution and archiving of printed documentation—from health and safety policy guidelines and daily progress reports to quality checks and risk assessments. This makes printing an essential part of every project office at Hent.



SOLUTION

Reduce costs and simplify management

Previously, setting up print infrastructure at each office was a complex, labour-intensive process. Hent would move multi-function devices (MFDs) to the site, implement physical print servers, and install management software to secure and track print workflows.

Inevitably, purchasing and maintaining server hardware was costly and time-consuming, while users often faced issues connecting to the local network to print documents.

With many new construction projects on the horizon, Hent decided it was time for a more agile, lightweight and easy-to-deploy print model at its office sites. So how could the company find a way to make life easier for its users, reduce operational costs, and simplify print management tasks?

Hent decided to adopt a cloud print management model, which would eliminate the need for on-site servers and enable users to connect to MFDs directly from their mobile devices.



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EIRIK SAASEN HOLE, IT CONSULTANT, HENT



SOLUTION

Taking a new cloud-based approach

For the new approach, Hent decided to adopt a cloud print management model, which would eliminate the need for on-site servers and enable users to connect to MFDs directly from their mobile devices. To turn the concept into reality, the company selected [Ricoh Smart Integration \(RSI\) Control+](#), combined with Ricoh MFDs.

Eirik Saasen Hole, IT Consultant at Hent, explains: “During the evaluation process, we focused on cloud solutions with an intuitive interface and seamless digital workflows, plus sophisticated print management capabilities that would reduce the administrative load. We tested options from various vendors. Ultimately, we decided RSI Control+ was by far the best option because of its rich functionality and user-friendliness.”

With RSI Control+ in place, Hent has streamlined and simplified print operations at its project offices. Employees can now self-register on the Ricoh solution, download a print driver, then send jobs to print from their mobile phone, laptop, or tablet – without the hassle of connecting to the local network. Users then simply enter their PIN code

on the Smart Operations Panel of a Ricoh MFD to release their documents. Eirik Saasen Hole continues: “The support from the Ricoh solution team and engineers has been excellent. Setting up and getting started on RSI Control+ was very simple and intuitive, while our administrators can log in via web browser to manage user accounts and monitor that status of our print devices.”

BENEFITS

Cut administration, make life easier

The collaboration with Ricoh has enabled Hent to successfully implement a more agile, efficient serverless print strategy. Setting up print operations at new project offices is now much quicker and easier: once a Ricoh MFD is in place, users can connect with just a few clicks on RSI Control+ to print essential status reports and policy documents. And by adopting the cloud model, the company no longer has to procure, manage, and maintain traditional print infrastructure – saving time, cutting administrative workloads, and reducing costs.



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In addition, project managers can download a full record of printing activity and volumes through the RSI Control+ solution. This in-depth data will help Hent to track the use of paper and print consumables, and enable accurate cost reporting for each construction project.

Eirik Saasen Hole concludes: "Working with Ricoh has been

a very positive experience from the start. The RSI Control+ solution sets us up very well for the future, and will help our users create critical documentation as we launch more construction projects across Norway and beyond. We are now exploring the potential of moving to a full print-as-a-service model, and we know that Ricoh will be on hand to help once again."

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.com

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