

Success Story

Improved access to information capital

Financial Services

RICOH
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With Ricoh's help, a leading bank has established a global document infrastructure which enables its employees to share information seamlessly. Documents are easily uploaded to a digital archive and can be printed securely from any location. Ricoh's integrated solution has removed communication barriers, improving business efficiency.

Removing Barriers

Ricoh's customer, a leading Spanish bank with a global presence, was keen to adopt a new way of working. The bank wanted to remove communication barriers and improve business efficiency by creating a worldwide distributed HQ; an environment in which information could be shared seamlessly and cost efficiently by its employees, irrespective of location.

Moving pieces of paper around the organisation no longer made business sense. The bank wanted to share information digitally, speeding its communication processes and eliminating cost. To achieve this goal, the bank needed to establish a globally accessible electronic document archive with integrated input and output systems.

Effecting Change

Providing global Managed Document Services, Ricoh helped the bank achieve its communication objectives. The bank's document infrastructure was transformed by Ricoh and a cloud-based digital archive established. New systems and technology introduced by Ricoh have streamlined communication processes, making it easier for employees to share information.

Employees can access the Google Drive instantly from any location. Using integrated imaging technology, they can scan paper-based records to the digital archive, send and receive fax messages, and print documents from back office applications, personal computers and smart devices. Secure ID card authentication is used to safeguard information security and provide a record of activity.

Objectives

- New way of working
- Worldwide distributed HQ
- Paperless office environment
- Integration with Google cloud
- Secure mobile printing

Results

- Integrated technology
- Simple user interface
- One-touch scan to archive
- Mobile printing
- Enhanced security profile



Ricoh provided expert advice, helping us to develop new and more effective ways of sharing information. No matter where they are located, our employees now have access to the same versatile document infrastructure."

Bank Spokesperson

Cloud-Based Archive

Ricoh provides managed document services for a number of leading banks and understands the needs and requirements of the financial services sector. Providing a consultative service for the bank, Ricoh conducted a detailed analysis of the bank's paper-based legal archives and the document processes associated with it.

Ricoh helped the bank define document policies which would meet both its internal business requirements and external statutory obligations. Having established a database structure, Ricoh digitised existing records and uploaded them to the cloud-based archive. To protect confidentiality, documents were scanned by Ricoh within the confines of the bank.

Working in parallel, Ricoh's document consultants advised the bank on its document infrastructure: the imaging systems used by the bank to scan information, upload it to digital archive and communicate by fax and in print. The bank wanted an integrated solution, managed by Ricoh, which could be replicated globally to provide a universal way of working.

Right-Sized Fleet

Transforming the document infrastructure, Ricoh replaced legacy equipment with a right-sized fleet of multifunctional products. To encourage collaborative working, the new imaging systems are located in dedicated 'print corners' and are shared by all users. ID card authentication protects document security and allows users to collect print from any device.

Ricoh's 'HotSpot' technology facilitates secure printing from smart phones and other wireless devices, and an integrated one-touch scanning application enables users to scan hardcopy documents directly to the digital archive. Employees moving around the business find themselves instantly familiar with the uniform and easy to use technology.

Ricoh manages the document infrastructure for the bank, simplifying support and administration. All services are billed on a pay per use basis, ensuring complete cost transparency. Since adopting the new document infrastructure, the bank's annual print related expenditure has fallen by 36%. More importantly, information is now shared seamlessly by its employees.

Solution

- Document (EDM) consultancy
- Digitise existing records
- Homogenous imaging fleet
- Secure HotSpot printing
- Scan to Google cloud

Benefits

- Collaborative work environment
- Instant access to information
- Managed document services
- Pay per use contract
- 36% reduction in costs

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