



Giant Zambian open-pit mine relies on Ricoh print capabilities to keep logistics running smoothly



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Mining giant FQM Trident enhances print availability and document security, and reduces costs by 25 percent, with new devices, software, and services from Ricoh business partner Repro.

COMPANY & CHALLENGE

FQM Trident Limited operates mining and minerals processing at multiple sites in Zambia. Formed in 2010, the company employs more than 6,000 people and specialises in the extraction of copper and nickel deposits. FQM Trident is part of the First Quantum Materials group, one of the world's leading producers of copper.

FQM Trident runs the open-pit Kalumbila Mine, one of the largest infrastructure projects in Zambia, representing a total investment of more than USD 2.1 billion. Equipped with leading-edge technologies, the mine produces around 300,000 tonnes of copper annually.

Each day, FQM Trident transports copper and other materials from the Kalumbila Mine to nearby locations for processing and export to markets worldwide. To keep cargo flowing smoothly, truck drivers must carry the correct paperwork, such as licenses and consignment notes.

Printing is therefore a critical function at the Kalumbila Mine. However, the remoteness of the site, which is around 150 kilometres from the largest nearby town, creates significant operational challenges. For example, obtaining spare parts for printers was difficult, and when they were available, delivery costs were high.

The previous print provider was unable to offer regular maintenance visits to the site, leaving the internal IT team at FQM Trident to service devices. However, the team often lacked the specialist skills and expertise to solve issues. Routine maintenance tasks were time-consuming and labour-intensive, and the lack of a centralised print management solution required separate visits to each device for the same issue. The result was frequent print downtime, which affected transportation schedules as drivers waited for essential documents.

Grant Southey, Head of IT at FQM Trident Limited, explains: "We wanted to improve the availability and efficiency of our print devices, reduce our administration and maintenance costs, and improve the print service for our drivers. The key to achieving this was finding a partner with the skills and capabilities to manage the entire print environment, lifting the burden off our internal teams."



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SOLUTION

To implement the new approach, FQM Trident searched for a vendor that could combine local support resources with best-of-breed print solutions, including spare parts and consumables. After assessing available service providers, the company selected Ricoh business partner Repro as the standout option to provide a fully-managed print service. The contract covers new print devices, intelligent print management software, and 24/7 on-site support and maintenance at the Kalumbila Mine.

Kenneth Musonda, ICT Officer at FQM Trident Limited, adds: "Repro offers considerable experience working with other major mining companies in Zambia, so we felt confident they would understand the unique demands of the sector. Their proposal showed a commitment to the onsite support that we needed, and when we researched the Ricoh devices, we found they would deliver good printer lifespan and low running costs."

Initially, FQM Trident worked with Repro to deploy 12 Ricoh printers as a proof-of-concept exercise, completing the rollout of the devices and setup of user authentication protocols within one week. Impressed, the company replaced existing devices with 50 new Ricoh printers, of which 48 are

multi-functional printers (MFPs). Intelligent print software enables FQM Trident to manage all devices centrally, as well as track print performance, usage, and costs. The solution also adds a layer of security with secure document release capabilities, a feature that FQM Trident previously lacked. To release their documents from the print queue, users simply authenticate themselves by presenting an RFID card to a reader on their preferred MFP.

Grant Southey adds: "Repro has provided excellent service from day one, with a planned and almost seamless transition, and having them working on site was a huge help. Previously, we found dependable vendor support hard to come by due to the remoteness of the Kalumbila Mine. But with Repro and Ricoh, we have a service manager available here round the clock, providing issue resolution and ongoing optimisation to fine-tune print performance and support our business users."



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BENEFITS

Through its partnership with Repro and Ricoh, FQM Trident has achieved a step-change in its print strategy. For example, the combination of new MFDs and agile on-site support resources has led to a major boost in the availability of print devices. In turn, this minimises the risk of disruption to business operations at Kalumbila Mine, as users can quickly and reliably generate the essential documentation needed to transport materials.

Switching to the managed service has also unlocked time savings for FQM Trident. Repro services the devices and handles all maintenance tasks, enabling FQM Trident's internal IT team to focus its time and resources on more productive work. With spare parts and consumables readily available from Repro, FQM Trident has eliminated the delay and complexity of long-distance deliveries from other suppliers, helping to reduce administration and logistics costs.

The switch to the powerful new Ricoh MFPs has enabled FQM Trident to reduce the number of print devices by 40 percent, and cut consumables costs by around 25 percent. By introducing centralised management tools, FQM Trident has improved governance and control, and benefits from deeper insight into usage trends, printer lifecycles, and user behaviour. This combination of fewer physical systems and enhanced management all help the company to plan smarter, more cost-efficient, and more sustainable printing practices.

Grant Southey concludes: "The enhanced print capabilities and managed services from Repro and Ricoh help to keep operations running smoothly at the Kalumbila Mine. The attitude and level of service from the Repro team has been outstanding. With a tough environment onsite creating many challenges, the Repro and Ricoh teams are always there to assist, and they provide an outstandingly positive attitude and very high levels of service."

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 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 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.