

Faster responses to customers thanks to Ricoh Smart Integration



COMPANY PROFILE

An engineering company founded more than 100 years ago and characterised by a strong slant toward innovation, Tesio Cooling Systems specialises in the production of radiators, elevator components, and tractor climate control solutions. Tesio Cooling Systems handles the entire product lifecycle: from R&D to raw material management and serial production, also providing support services and spare parts. The company has the expertise to meet the continuous challenges of the industry in a rapid and professional manner. The company, based in Moncalieri (TO), is part of the Telema Group and can therefore count on a widespread organisation present in Europe, North America, China, India, the Far East, Australia, South Africa and Russia.



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*MAURIZIO DINICE
IT - PLANT AND ENVIRONMENT TECHNOLOGIES
TESIO COOLING SYSTEMS*



DOCUMENT MANAGEMENT TO IMPROVE CUSTOMER EXPERIENCE

At Tesio Cooling Systems, IT has evolved a lot in recent years. Maurizio Dinice, IT - Plant and Environment Technologies, Tesio Cooling Systems, explains: "Recently there has been a need to innovate our processes and make them more efficient to be able to respond rapidly to customer requests.

Very often they would send us pdf documents that needed to be supplemented or modified. To do so, the documents had to be rewritten and recreated with obvious loss of time that slowed down our responses to customers.

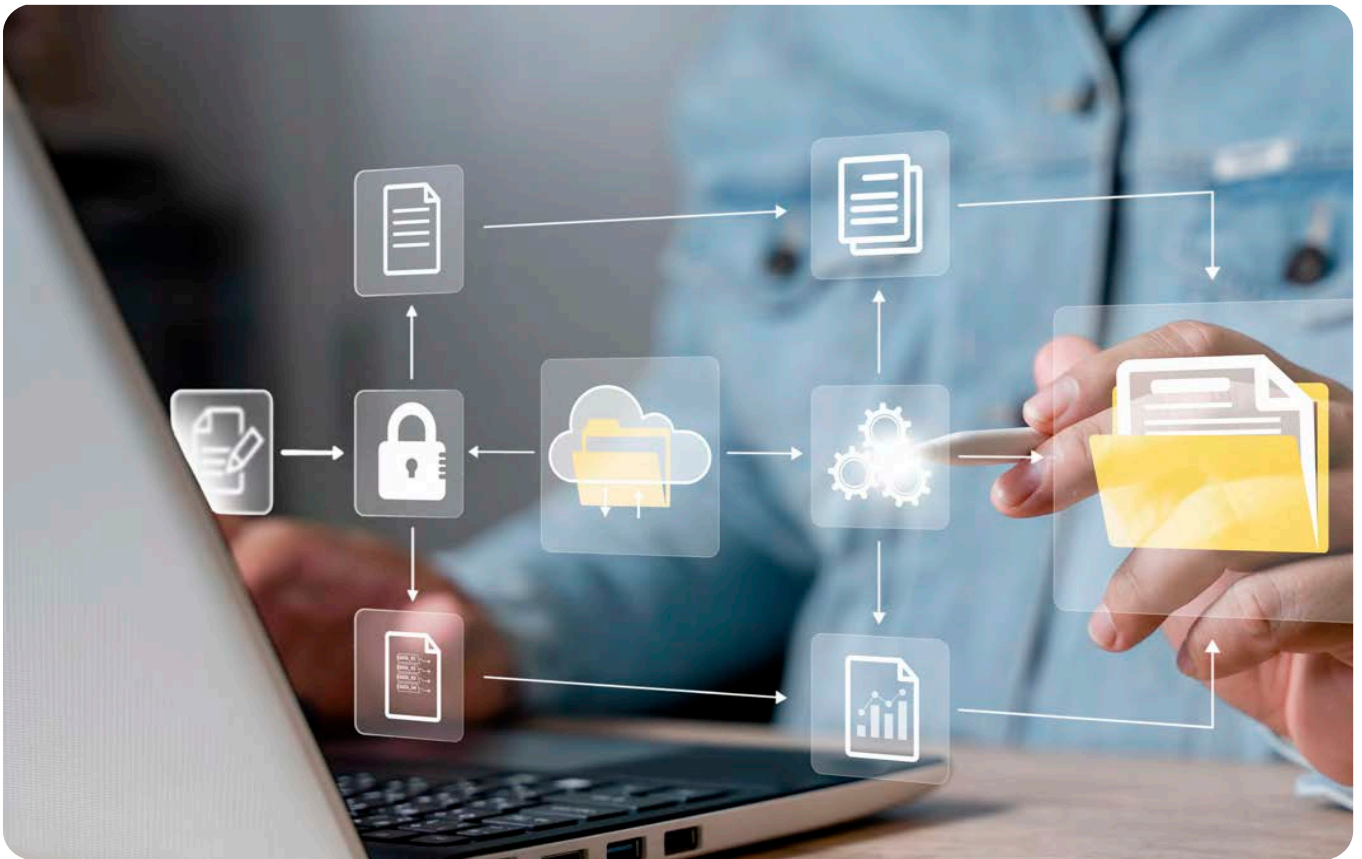
That's why we turned to Ricoh Italy, which had already been our printing supplier for many years, and they proposed the Ricoh Smart Integration solution."

PROCESS EFFICIENCY WITH RICOH SMART INTEGRATION

The Ricoh Smart Integration platform interfaces with Ricoh MFPs providing numerous features including the conversion of paper documents to editable formats such as Word and Excel. "This functionality met our needs perfectly," commented Maurizio Dinice. "The user logs on to the MFP panel and scans the document, indicating the format to which it is to be converted. The created file is automatically sent to the recipient's e-mail account."

Among the main advantages:

- Accuracy of information, since documents no longer have to be retyped
- Faster processes
- Faster responses to customers
- Integration of paper and digital workflows
- Ease of use of the solution



A PARTNER FOR DIGITAL TRANSFORMATION

Converting paper documents into editable files is just one of the many possibilities made available by Ricoh Smart Integration. Thanks to this platform, scanned documents can be stored directly on the cloud so they can be accessed from anywhere for greater flexibility and hybrid working.

Maurizio Dinice concluded: "We are always looking for new ways to improve process management, efficiency and sustainability, including through digital transformation. Ricoh Italy has been a partner of ours for a long time. When-every four or five years-we have to renew the printing environment, we also involve other suppliers, but Ricoh's approach always wins.

Ricoh is the ideal partner not only because of the technology innovation it offers, but also because of its services, fast support, and ability to respond to our needs, helping us meet new challenges as they arise."



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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.