

Success Story

Continuous optimisation provides sustainable business advantage

Utilities Company

Customer Objectives

- Rationalise document infrastructure
- Modernise imaging technology
- Improve employee productivity
- Reduce print expenditure
- Minimise environmental impact

Ricoh's Solution

- Managed document services
- Dedicated project manager
- Balanced equipment deployment
- Secure integrated governance
- Change management programme

Rationalising the document infrastructure and introducing new technology helped a leading international utility company reduce print expenditure and improve the effectiveness of its document infrastructure. Continuous optimisation will ensure that the company enjoys ongoing and sustainable advantage.

Competitive Business Environment

A leading utility company, Ricoh's customer provides water, energy and sanitation services for communities around the world. In 2011, the group's turnover exceeded €1.5 billion. Operating in a cost competitive business environment, the group actively seeks ways to reduce cost and improve business efficiency.

Rationalising the document infrastructure presented one such opportunity for the group. Rather than simply replace old equipment with new, the group was keen to enter a relationship with a partner able to deliver a continuous optimisation programme which would engender ongoing and sustainable business advantage.

Structured Optimisation Process

Managed Document Services (MDS) is the structured process which Ricoh employs to develop services that are aligned to customer need and which will deliver ongoing advantage. Having understood the customer's objectives and conducted a detailed audit of the existing infrastructure, Ricoh implemented an optimised solution.

Ricoh introduced more effective systems and technology. Standalone devices were replaced with versatile multifunctional products and utilisation was optimised by introducing pull-print technology. Ricoh provides day-to-day support. The solution transformed the document infrastructure, improving access, simplifying workflows and eliminating cost.

Increased productivity. Enhanced security.

"The services provided by Ricoh were developed in consultation with our employees and are aligned to our strategic objectives. The introduction of new systems and technology has improved business efficiency and enhanced security. The new print strategy is more sustainable. We print less, using less energy and paper."

Spokesperson, Utility Company

New Systems and Technology

A plethora of desktop printers and other legacy imaging devices supplied by different vendors was replaced with a smaller, uniform fleet of multifunctional products (MFPs). Highly productive and easy to use, the MFPs provide the means to print, copy, scan and share information in colour and black-and-white.

Ricoh's integrated pull-print technology simplifies access whilst safeguarding document security. Rather than print to a specific device, work is printed to a secure server using a simple unified driver. Using company ID cards to authenticate themselves, employees can release and collect work securely from any convenient MFP.

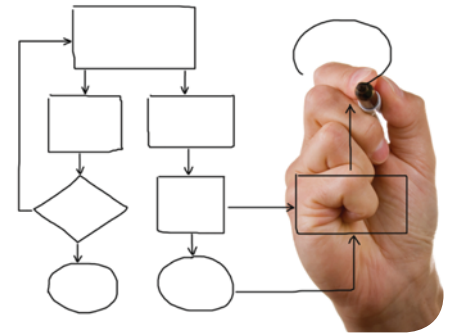
The card-based authentication system also provides access to advanced communication features, such as scan to e-mail and scan to folder, which automate document processes and improve the information flow. The software tracks usage, providing a detailed audit trail and enabling costs to be monitored at user and departmental level.

Continuous Improvement

The new MFPs take up less space, use less energy and are more cost effective than the devices replaced. By providing ready access to more versatile technology, Ricoh eliminated the need for system duplication. 70% fewer imaging devices are employed, reducing investment costs and simplifying fleet administration.

Ricoh supported the introduction of new technology with training, helping employees adapt document processes to take advantage of automated features and functionality. The platform is proving to be accessible and easy to use, saving time and improving business efficiency. Integrated governance has enhanced document security.

Ricoh manages the document infrastructure for the utility company. Automated service and consumable alerts enable Ricoh to provide proactive support, maximising system uptime. Detailed service reports, provided by Ricoh, track key metrics, such as utilisation, uptime and energy consumption against agreed targets.



Service Improvements

- Uniform multifunctional platform
- Secure pull-print technology
- One-touch scanning solution
- Managed service provision
- Detailed reporting

Business Advantages

- Improved business efficiency
- Enhanced security stance
- Right-sized infrastructure
- 70% reduction in the fleet size
- Lower running costs

**Managed
Document
Services™**
MPS and Beyond

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