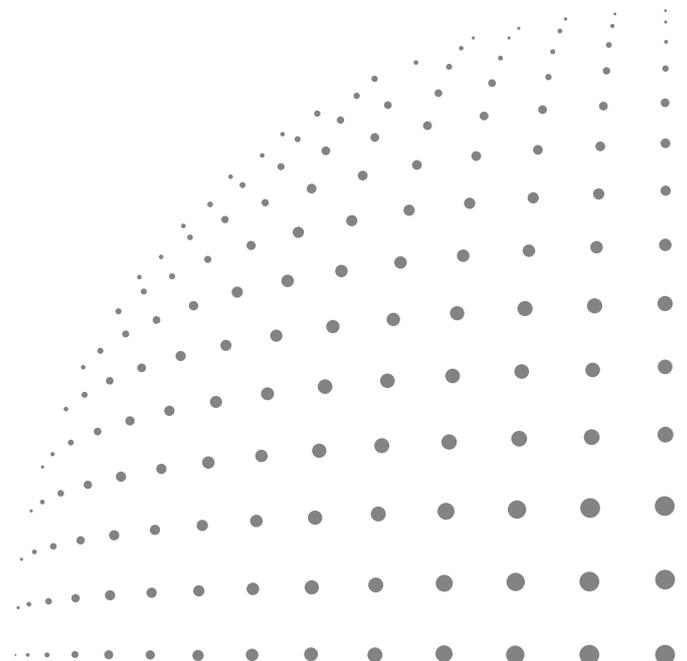


Ricoh is on track to deliver 100% Return on Investment within 12 months



Through Managed Document Services (MDS), Ricoh helps customers to optimise document workflow processes. This support enables customers to access and share information easily. Applying this MDS concept of continuous improvement to its own business has assisted in Ricoh improving mobility, strengthening security and achieving a 35% reduction in cost.



Further optimisation of Ricoh's document workflow has delivered a 35% cost saving

As part of a continuous development cycle, the relocation of Ricoh Europe's strategic headquarters to a modern open plan office presented the opportunity for Ricoh to employ best practice within its own organisation. By applying MDS, Ricoh was able to improve business productivity and efficiency.

Ricoh, a Fortune 500 company with more than 108,000 employees and offices in over 150 countries, continuously seeks ways to enhance business processes while improving sustainability.

Business Challenges

When Ricoh moved into its new modern open plan office, the company was aware that there would be new virtual barriers to overcome. These included systems and technology that restricted, rather than aided the flow of information, and therefore resulted in time wasted searching for data. The business recognised that poor governance could lead to spiralling costs.

A document infrastructure needed to be created where information was shared efficiently. This eliminated issues such as inaccessible documents which were stored as paper-based files, or on PC local hard disks.

Ricoh firmly believes that the management of information adds essential value to the business and faced the challenge of capturing, storing and utilising this information capital in the most effective manner.

Mobile knowledge workers, both head office employees and visitors from group companies, also needed access to secure and cost effective solutions.

Business Objectives

In addition to reducing the total cost of operation, key business requirements for Ricoh were to minimise carbon emissions and build a secure and compliant foundation for future savings.

The business needed to deliver this solution within a strict time constraint to ensure employees were capable of working as soon as they began at the new premises.

Solution

MDS is a continuous improvement process through which Ricoh manages change and optimises business efficiency. Ongoing management ensures continuous improvement for the customer.

Ricoh applied this approach to its own business using its own portfolio of software and solutions. Doing so would develop an optimised workflow that would improve access to information, and simplify document processes.

Ricoh Europe asked its local sales company, Ricoh UK to provide its new strategic headquarters the solution by applying the five principles of MDS: Understand, Improve, Transform, Govern and Optimise. Consultation during the planning stages assisted the project team in understanding key objectives, such as the need to improve access and safeguard security.

Having understood all requirements from Ricoh Europe, a professional services audit enabled the project team to map existing document workflows. Running costs, green metrics and equipment utilisation levels were recorded and opportunities for improvement were identified, such as scan to archive.

It became apparent during the audit that their document workflows could be improved and costs reduced, by sharing resources more efficiently. The project team recommended a solution to transform the existing infrastructure which would provide the means to govern the document workflow, controlling usage and reducing costs.

As part of this integrated solution, Ricoh's Streamline NX technology was used to manage and control access to the document workflow. Employees, authenticating themselves securely at any Ricoh Multifunctional Product (MFP), with their company identity card, would see a personalised interface which simplified print and copy processes and automated scanning and fax communication features.

Mobile printing via HotSpot, collaborative online work tools and cloud computing were all included as part of the new solution for the business.





Cost Effective

The new document infrastructure is on target to deliver cost savings of more than 35% per annum and deliver 100% Return on Investment (ROI) within 12 months. By employing more efficient technology and utilising intelligent governance systems, savings are derived from improved business processes.

Document process optimisation has allowed Ricoh to reduce their cost over their existing state with reduced manual processes, control over individual employees' print jobs and improved cost control. With manual processes minimised and the introduction of training on all workflow solutions, productivity was raised across the company. Utilising intelligent scanning processes to capture and archive documents, the business benefitted from the elimination of costs attributed to managing and storing paper-based products.

Cost was further reduced by improving sustainability with the deployment of MFPs that are incredibly energy efficient. This assisted in cutting power consumption by 51% and carbon dioxide emissions by 26.6%. Ricoh also champions sustainable business practices and with the combination of environmental data reports, the reductions are helping the company further minimise its carbon footprint.

Document needs, including scanning, printing, copying and fax communication, have been met using a small but optimised fleet of advanced MFPs located at key points around the new building.

Optimising the fleet with the latest eco-friendly hardware has saved valuable space and reduced expenditure on equipment. By sharing resources more intelligently, the company has more than halved the number of devices required, increasing the ratio of employees to devices from 15:1 to 35:1.

The benefits of this reduction are complimented with follow-user printing. This mobile solution allows users to print documents on an MFP of their choice, and release the print job as and when needed. No unclaimed work is left waiting for collection, as employees collect print upon release, deleting jobs that are no longer required before they are printed.

Together with the application of intelligent print rules, such as duplex, booklet printing and monochrome print, this has further reduced excess use of paper and toner. This has resulted in print volumes falling by more than 15%.

Increased Mobility

The document infrastructure is now aligned to the needs of mobile knowledge workers. With online mobile tools now easily accessible, the advances have empowered workers, and enabled them to work even more productively.

Ricoh employees, visiting the head office from other locations around the world, are able to use hotdesk facilities equipped with universal laptop docking stations and soft-phones to access the secure network.

These employees also benefit from the flexible use of any MFP to scan and share documents by email, save indexed copies to a shared archive, and communicate by fax. External visitors to Ricoh's head office are able to access a guest wireless network to communicate with the outside world and print to any of Ricoh's HotSpot devices.

Using Ricoh's HotSpot technology, external visitors have improved flexibility and can print from Internet enabled laptops, smart phones and PDAs. This secure, high quality wireless printing, allows people to print easily and securely without requiring the installation of print drivers or applications making it a valuable tool for the mobile worker. Their documents are held securely at the printer until released using a unique PIN.

Safeguarding Security

Ricoh Europe's new document infrastructure safeguards data security, and ensures compliance within Ricoh's ISO accredited information security procedures. Access to the document infrastructure is limited to authorised personnel.

Employees must authenticate themselves using their company identification card, prior to releasing print or accessing digital distribution networks. This authentication ensures the owner is present to collect all print output upon release. Paper-based documents are also digitally archived ensuring only authorised personnel can view them.

Ricoh is able to track and control access, to provide a full audit of all document transactions. Hardcopy documents, scanned to a digital archive, are routinely backed up to protect them from loss. Any data temporarily written to the hard drive of a print device is automatically wiped and overwritten three times to prevent unauthorised reproduction.

Future Developments

Establishing an optimised document infrastructure, and improving document governance was the first stage in an ongoing improvement and development cycle. As needs change and more advantageous solutions are brought to market, Ricoh works with its customers to develop and enhance their workforce effectiveness.

With ongoing service and management of the solution, the project team at Ricoh is now conducting a series of departmental document workflow audits.

The next phase of optimising their business processes is to automate department workflows such as Accounts Payable, Accounts Receivable and HR. This will further drive improvements in operational efficiency.

Having optimised their workflow processes, with Managed Document Services, the business is demonstrating to customers their confidence in their own market leading solutions by using them throughout their own organisation.



- 100% ROI in just 12 months
- 35% reduction in total cost of ownership
- 51% cut in power consumption
- 26% reduction in carbon emissions
- Improved mobility, productivity and security
- Accessible to mobile knowledge workers
- Compliant with ISO standards

Commenting on the transformation in document services, Ian Winham, Chief Financial Officer of Ricoh Europe PLC said:

“Applying the principles of Managed Document Services helped us create an intelligent document infrastructure in which every process, every communication and every employee is seamlessly connected. Mobile knowledge workers can access secure and cost effective systems which streamline document processes and improve business efficiency. We are on track to achieve 100% ROI by November, 2011 and further optimisation will assist us to deliver further business value.”

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