

Case Study

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Helping a Global Healthcare Products Company Continually Improve its Print Environment

"The deployment of the dedicated print fleet manager has been a tremendous success, removing a substantial demand on the help desk team's time and improving end-user satisfaction."

ABOUT THE CUSTOMER

The customer is a global healthcare products company and leading manufacturer of medical devices and supplies, diagnostic imaging agents and pharmaceuticals. With over 50 manufacturing facilities located around the globe and a commitment to innovation, the company's market-leading products help healthcare professionals deliver the highest standard of care.

CHALLENGE

Ricoh had been a long-term provider of multi-function printers (MFPs), printers, scanners and fax machines to the company, as well as managing copy centers, mail, records management and shipping and receiving for the organization's corporate headquarters and multiple locations. However, the company's IT help desk handled the setup, troubleshooting and repairs for its fleet of print devices, which took valuable time away from core IT objectives. Guided by Ricoh's ongoing advice, the company became interested in a solution that would free its IT department from having to manage and support the print devices. The main objective was to improve end-user satisfaction, as the help desk team was not able to troubleshoot end-user issues as quickly as they would have liked given their other responsibilities. The company was also interested in reducing its print costs.

CHALLENGE

- Relieve the company's IT help desk from troubleshooting and repair of its printer fleet
- Reduce the stand-alone desktop printers
- Continual improvement for the print environment

SOLUTION

- On-site fleet manager to maintain print devices
- Eliminate half the stand-alone printers and migrate to MFPs
- Advise customer on possibilities for continual improvement

RESULTS

- IT help desk team focused on the company's network and core objectives
- Reductions in desktop printing and related costs
- New implementations to lower costs and improve workflow

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SOLUTION

Ricoh completed a SEDS (site equipment data survey) analysis for the entire organization, identifying current print costs and exploring various options for reducing those costs. Ricoh recommended adding an on-site professional to accomplish first responder break/fix and manage supplies for the print devices, as well as a migration from existing third-party printers to a lesser number of Ricoh MFPs.

After a six month trial with the on-site professional, the company was convinced of the benefits. Since that time, the role of the on-site professional has expanded to a true print fleet manager, managing all of the company's needs with respect to the printers, scanners and MFPs on-site. In addition to break/fix and supply management, the fleet manager handles the installation and set up of new MFPs and help desk support for any issues end users may have.

With the print migration, the company was able to reduce the number of printers deployed in half from approximately 600 to 300 as well as place 100 new cost-efficient and versatile Ricoh MFPs.

Working as a trusted partner with the customer, Ricoh has helped the organization engage in a process of continual improvement. Currently, the company has requested that Ricoh implement an Equitrac® Solution to provide behavioral controls and default print capabilities that will support least-cost printing throughout the facility.

The company is also implementing the RightFax® solution, utilizing the MFPs' fax capability to streamline the routing and accurate delivery of faxes electronically to end users' desktops. The solution will replace an inefficient system involving dedicated fax lines and machines and manual delivery of paper-based facsimile documents.

RESULTS

The deployment of the dedicated print fleet manager has been a tremendous success, removing a substantial demand on the help desk team's time and improving end-user satisfaction with improved troubleshooting response time for printers, MFPs and scanners. Downtime has decreased as Ricoh's on-site professional can react quickly to ensure all devices are working properly and are well-maintained.

Savings from the implemented solution have totaled more than \$292,000 over an approximately four year period.* Additionally, the least-cost print initiative has resulted in a reduction in desktop printing from 49 percent of the company's total print to 13 percent.

All in all, the company has benefited from working with a vendor partner that helps it continually evolve to a more efficient and cost-effective print environment and workflow.

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* Savings achieved is based on many factors and not all customers will experience same results.

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