

Case Study

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SKF

Global Manufacturer Streamlines, Goes Green

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Mike Durante
Technology Manager
SKF Group

ABOUT THE CUSTOMER

SKF is a leading global supplier of rolling bearings, seals, mechatronics, lubrication systems and services. Founded in 1907, the company has over 200 manufacturing and operational locations and is represented in more than 130 countries. It is headquartered in Gothenburg, Sweden and employs more than 40,000 people worldwide. Its products and services are used in a wide variety of markets, including automotive, wind energy, rail, machine tooling, healthcare, paper and more.

CHALLENGE

Unsatisfied with its configuration of multiple manufacturers and providers, beginning in 2009 SKF Group IT chose to work with Ricoh as their primary provider. One of the main reasons why Ricoh won the business was its strong commitment to environmental sustainability. Another was its proven ability to help large organizations streamline their document management fleets, enabling companies to improve productivity using fewer devices.

The pilot project for the global solution was SKF's North American headquarters, where they identified the perfect opportunity to put these two capabilities to the test. SKF had decided to consolidate three separate eastern Pennsylvania locations into a single new facility in Lansdale, PA. At the same time, the company knew its locations tended to have high device-to-person ratios. As every aspect of the new building would be planned to meet LEED® standards, in accordance with the SKF Group's broad-based sustainability initiative called SKF Care, it was a good test ground for Ricoh and SKF to develop a solution that could be rolled out globally.

CHALLENGE

- Extensive fleet with multiple manufacturers and providers
- Merging three locations into one
- Needed to improve cost, efficiency and sustainability

SOLUTION

- Develop strategic placement plan for new facility (as global proof of concept)
- Right-size fleet, removing 85 percent of devices
- Incorporate color and black & white MFPs and software

RESULTS

- Compared to the legacy installation, a streamlined site that:
- Reduced TCO by 62 percent
 - Lowered carbon footprint by 80 percent
 - Helped support LEED® certification efforts

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Moving to a new facility gave SKF and Ricoh a chance to redesign the device fleets in three locations simultaneously, using the new headquarters as proof of concept, to show other SKF sites how an efficient, consolidated multi-functional device environment could not only reduce spending, improve transparency and workflow efficiency, but make a considerable impact on sustainability as well.

Working alongside SKF decision-makers, the Ricoh team began an intensive analysis of the fleets at three locations. What they found were 293 devices, ranging from printers, scanners, and copiers, supporting 400 employees, with multiple providers, supplies and service contracts in the mix. It was, as Mike Durante, Technology Manager for SKF, put it, "a very segregated and complex environment."

SOLUTION

Once the current state had been documented and analyzed, SKF and Ricoh set to work creating an ideal future state for the new North American headquarters. Conceptually, this future state would sequester high-volume systems in a separate, vented room to preserve indoor air quality — a critical component of LEED® certification. Strategically located low- and mid-volume systems placed throughout the new building's workspaces would handle the majority of everyday jobs.

The resulting plan reduced the original combined fleet of nearly 300 devices to just 37, including a mix of color and black & white systems, all of which are network-connected. New hardware also supported sustainability goals with a variety of features, including automatic duplexing to reduce paper usage, ENERGY STAR® compliance, and toner cartridge recycling programs.

Ricoh also added Print Director software to help manage and improve user behavior, @Remote to collect meter data, and a host printing application. Rollout for all of the

solution components was completed in 30 days, which included three SKF employee training sessions. "The employees truly appreciate it," Durante said. "The devices are strategically placed in close proximity to the users workgroup areas, and provides every function they need. It makes them a lot more productive."

RESULTS

By consolidating three fleets into a single, streamlined fleet that is more than 85 percent smaller, SKF has reduced its document spending considerably, along with the number of machines drawing electrical power and using paper.

Overall, the smaller fleet has a carbon footprint that is 80 percent smaller and a total cost of ownership (TCO) that is 62 percent lower. In addition, the facility has cut total paper usage in half.

"It just goes to show what can be done with a little bit of effort and research," Durante said. "It's pretty amazing." The Ricoh solution also contributed to the Lansdale facility becoming the first Platinum LEED® Certified facility, for interior design, in the state of Pennsylvania. More important, however, is the fact that the new fleet has driven gains in employee productivity by improving the speed with which various functions can be completed.

"I'm excited that all of our users have technology that helps them in their daily jobs," Durante said. "I had a colleague recently tell me, 'This is the best thing we've ever done.'"

The design of SKF's North American headquarters' fleet will serve as a model for all other SKF office locations and technology centers SKF is building around the world, from Houston, Texas, and Cleveland, Ohio, to India and China.

"Out of the gate, the Lansdale model is what we're striving for," Durante said. "It is our de facto standard. We're doing it the same way every time, around the globe, to maintain quality, reliability, and to continue our commitment to global sustainability."

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