

## Jervis B. Webb Company



The need to operate with minimal human intervention is essential to meeting deadlines and controlling costs.



Automation features save many hours of manual labor.



Cost-effective solutions are created by being able to print, scan, and copy on one machine.



Even small operations can benefit from a close working relationship with Ricoh for day-in and day-out productivity and efficiency.

### Doing More, More Easily

Nowhere is productivity and efficiency more important than in a small in-plant print shop charged with production of a full range of engineering manuals and other documents.

Tim Breitmeyer, reprographics manager at the Jervis B. Webb Company, is actively involved in just that. "Being able to load, program, and walk away from the printer is key to this operation. I have to be confident the machine is going to work without any problems. The Ricoh Aficio 1100, with its large paper capacity, finisher, and a Z-fold unit, lets me set up a job and let it run."

#### Jervis B. Webb Company

Tim Breitmeyer is responsible for producing the array of documents needed to support the company's range of sophisticated material handling systems. The bulk of these are highly detailed engineering and technical manuals ranging in length from 500 to 3,000 pages, commonly containing 11 x 17-inch fold-out pages of schematics and drawings showing the inner workings of the company's products.

Breitmeyer uses the MicroPress server to optimize the steady stream of jobs sent to the Aficio 1100. Jobs are RIPed, then held ready for printing. Then they are "released" based on such factors as run length, finishing requirements, and relative importance of other jobs. This enables Breitmeyer to set up jobs based on shared characteristics such as substrates required or to simply let a long job run without interruption. A nightly job from the IT department, for example, arrives at the MicroPress server in the small hours of the morning, is RIPed, and is ready to run when the shop opens, based on priority and system availability.

#### Automation important

The Z-fold unit on the Aficio 1100 is especially important to Breitmeyer because the manuals his shop prints consist of letter-sized three-hole punched paper housed in ring binders, and virtually all contain drawings that are printed on 11 x 17-inch paper. These larger pages must be Z-folded to fit into the binders. The larger sheets used to be printed separately, manually folded and inserted into the binders. Now, the programmable in-line folding unit saves many hours each month because the entire contents of a manual can be printed as a set, ready to be placed into binders.

The manuals can be further complicated because they frequently include information on other firms' products used in Webb's systems. Some of that content arrives in electronic form that is easy to integrate into manuals directly on the Aficio 1100. Other times it comes in as hard copy and must be scanned, a step that used to pose a challenge for Breitmeyer.

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"We commonly have to scan pages from documents that used comb or spiral binding. These sheets can be hard to feed, and in fact we had a machine from another manufacturer that would reliably misfeed those kind of pages," explains Breitmeyer. "Now though, the scanning capability and the document handler of the Ricoh Aficio 1100 make it much easier to combine information from other companies. The document handler on the Aficio 1100 rarely misfeeds, so there are very few errors and little waste due to incorrectly printed pages."

Once scanned, the pages can easily be integrated into the new manual, shortening production times and ensuring accuracy and quality of the finished document.

Breitmeyer is also pleased with print quality. "The quality reflects on me and my job. I need every copy the Ricoh equipment produces to meet my expectations as well as those of my fellow employees." Now, the print quality is bringing in more short jobs that might otherwise be printed on convenience copier/printers located throughout the building. Webb employees also like the ability to print directly to the machine from a flash drive or email Breitmeyer PDFs to print.

### Cost-effective solution

While the Jervis B. Webb Company had used Ricoh production products in their in-plant for years, they wanted to be sure they replaced their older Ricoh equipment with the right solution. In making his decision, Breitmeyer considered proposals from several different manufacturers. Furthermore, Webb wanted to continue leasing because it helps control costs, but Breitmeyer says it was difficult to compare offers from competing companies because the specifics varied greatly. To separate the best machines for the company's needs he looked beyond costs to functionality and how it would affect productivity.

"What really made the difference was that we could do more with the Ricoh Aficio 1100 and the MicroPress while holding the line on costs. It was a little like buying a new car with air conditioning and other options for the same price as a car without them."

"Now I can set up several jobs to run on the Aficio 1100, and go run other jobs on the wide format printer or color pages on the color printer. The Ricoh and the MicroPress have freed me to do more and do it more easily, especially as a one-man shop. The automation and being able to print, scan, and copy on one machine is very important, but even better is that it actually makes all our other equipment more productive."

### Reliability & support

With only a single machine handling a steady stream of jobs, Breitmeyer needed a reliable partner with service and support he could count on. He found that even a small shop like his could enjoy big benefits from working with Ricoh.

"The Ricoh service people are excellent," he notes. "I have a one-on-one relationship with the Ricoh service rep. He understands my level of working with equipment, so he knows when he can walk me through a service."

This close working relationship is essential for Breitmeyer and the Jervis B. Webb Company, and it shows how even small operations can benefit when relying on Ricoh for day-in and day-out productivity and efficiency.

"Even though I have only one machine, Ricoh understands my needs and the pressures I'm under," concludes Breitmeyer. "They give me end-to-end support for my operation."

## IN-PLANT CUSTOMER TESTIMONIAL



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At Ricoh we know documents are essential for business. For your business to succeed, and to keep up, you need to deliver cost-effective, high quality, secure document services. Additionally, you must evolve as business needs and technologies change, while effectively reaching out to clients with new services and workflows—and rarely can you do this alone. Call us today at 877-212-6064 or visit us at [www.ricoh-usa.com/ppbg](http://www.ricoh-usa.com/ppbg) to find out the many ways we can help your business grow and profit.

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